

## Frequently Asked Questions of the Public Disclosure System

### **What should I do if my case status is “Closed” but I do not believe it should be closed because I never received a 45-day letter?**

Please see our policy and FAQs regarding Requests for Reopening based on 45-day letters [here](#).

### **What should I do if I do not have a case number because I never received a 45-day letter or any correspondence from a Backlog Elimination Center (BEC)?**

Please see the procedure regarding “No BEC Contact” [here](#).

### **I have a case number but it begins with a “T,” the Public Disclosure System says I need a D- or P- case number. What should I do?**

Until cases were fully data entered, they may have had numbers that began with a “T”. These case numbers have since been converted and now begin with a “D” if the case is located in the Dallas BEC or a “P” if the case is in the Philadelphia BEC. The state in which the case was originally filed will determine the location of the appropriate BEC. You can check [here](#) to determine which state has your case, or you can try both a D and a P prefix to see which returns your case.

### **I entered my case number but no case information was found. What should I do?**

First, check to make sure you entered the correct case number. Even a slight variation from the correct number can cause no case information to be found. If you are sure you entered the correct case number and no case information is found, contact the appropriate BEC that has your case at Dallas [info@dal.dflc.us](mailto:info@dal.dflc.us) or Philadelphia [info@phi.dflc.us](mailto:info@phi.dflc.us).

### **My case has been “In process” the last few times I checked. Is something wrong? Is my case stuck?**

No. The PDS will return a status of “in process” as a case moves through the various stages of the case review and analysis process at a BEC. Depending on the case type and filing date, some cases may show a status of “in process” for some time as the case moves through the various stages.

Again, depending on the case type and any issues that arise with the case, you may hear from the BEC while your case is in process and to facilitate faster processing, you should respond as quickly and completely as possible.