

GIS – Guide for creditors

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Dear Creditors,

below you will find a guide for the optimal use of the GIS system. To ensure the best possible experience, we recommend always using the most current version of one of the following browsers:

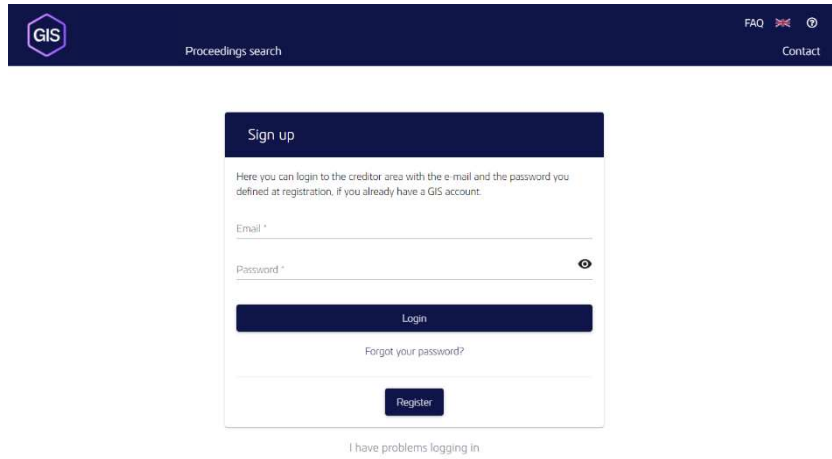
- Google Chrome
- Mozilla Firefox
- Microsoft Edge

We strongly advise against using Internet Explorer 11, as some elements on the website may not display or function correctly. Safari may also experience limitations.

1 General

You can access the Creditor Information System (GIS) either via the law firm's homepage or through the link provided in a letter from an insolvency administrator that you have received.

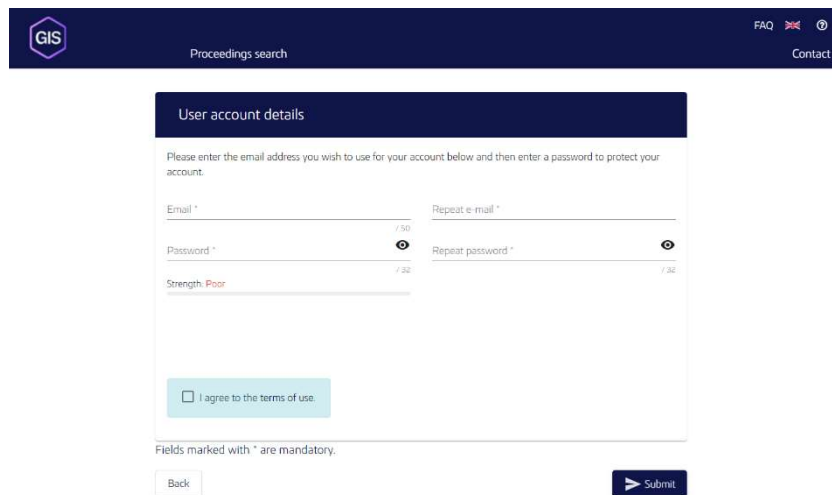
The following is a general view of the GIS homepage:



The screenshot shows the GIS homepage with a dark blue header. On the left is the GIS logo, and on the right are links for 'FAQ' and 'Contact'. Below the header is a search bar labeled 'Proceedings search'. The main content area features a 'Sign up' form. The form includes a heading 'Sign up', a sub-heading 'Here you can login to the creditor area with the e-mail and the password you defined at registration, if you already have a GIS account.', and two input fields: 'Email *' and 'Password *'. Below the password field is a 'Login' button. A link 'Forgot your password?' is positioned below the 'Login' button. At the bottom of the form is a 'Register' button. Below the form is a link 'I have problems logging in'.

2 Registration

Click "**Register**" to create a user account in GIS. This can be done easily with an email address and a password (at least 8 characters long).

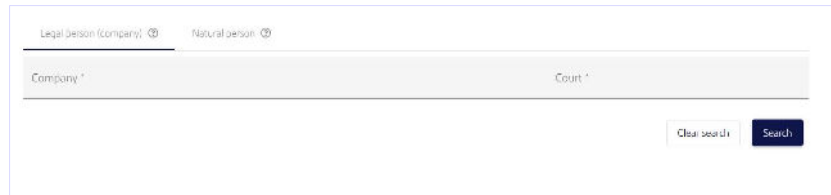


The screenshot shows the GIS registration form. It has a dark blue header with the GIS logo, 'Proceedings search', and links for 'FAQ' and 'Contact'. The main content area is titled 'User account details'. It includes a sub-heading 'Please enter the email address you wish to use for your account below and then enter a password to protect your account.' and four input fields: 'Email *', 'Repeat e-mail *', 'Password *', and 'Repeat password *'. Below the password field is a 'Strength' indicator showing 'Poor'. A checkbox 'I agree to the terms of use.' is located below the input fields. At the bottom of the form are 'Back' and 'Submit' buttons. A note 'Fields marked with * are mandatory.' is positioned above the 'Back' button.

Once you confirm the setup by clicking the "**Submit**" button, the registration is complete. You will receive a confirmation email from the system. This may take a moment. Please also check your spam folder. Click on the link in this email to activate your user account.

3 Proceeding Search

Once you are logged in, you will be on the proceeding search page of the law firm handling the insolvency proceeding you are involved in.



The screenshot shows a search interface with two tabs: "Legal person (company)" and "Natural person". Below the tabs are two input fields: "Company" and "Court". At the bottom right of the form are two buttons: "Clear search" and "Search".

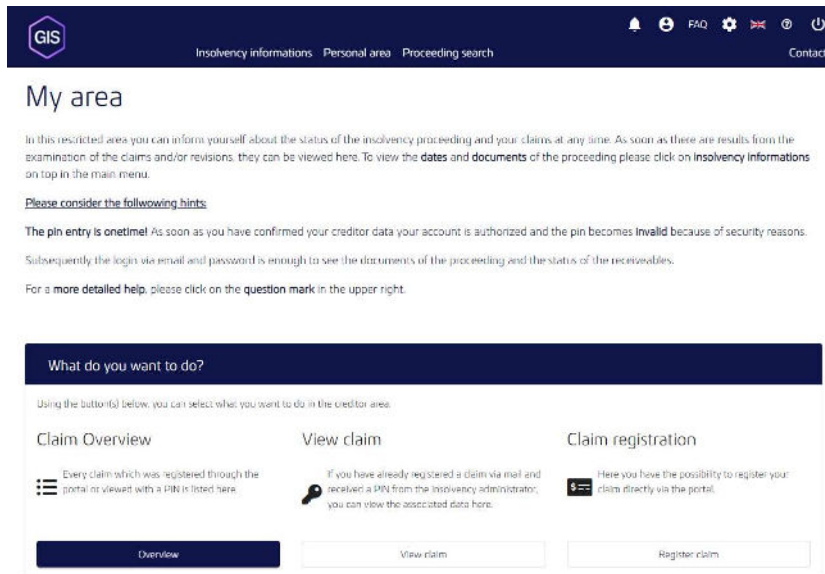
After entering at least 3 characters and the district court in the search of legal persons, suggestions for found proceedings will be displayed. You can then click to view the relevant proceeding.

At this stage, you can only view public documents and information. To access further details, you must first file a claim for the proceeding, and it must be processed by the insolvency administrator.

If you are searching for a natural person, you must enter a GIS PIN sent to you by the insolvency administrator due to data protection regulations.

4 Personal Area

When logged in and having selected the case, you can click on "Personal Area" in the top menu and see the following menu.



The "Claim Overview" section will be displayed once you have entered your creditor details (see section "Entering Creditor Details after PIN Entry").

4.1 Claim Review

4.1.1 PIN Entry

You have received a GIS PIN from the insolvency administrator. This is a 30-digit code beginning with the letters GS. You do not need to enter the letters GS.

Whether you are just inquiring about the status of a claim you have already filed or filing a new claim, you can do so with your GIS PIN.

GIS Insolvency informations Personal area Proceeding search 🔔 👤 [FAQ](#) ⚙️ 🔍 🔒 🔌 [Contact](#)

Claim insight with PIN

To proper use this functionality you must meet two requirements:

- your claim must already be registered at the insolvency administrator
- you have a letter from the insolvency manager with a PIN

Usually, the PIN consists of a 30-digit combination of letters and numbers, starting with 'GS'. Please use the first input field for this purpose. You don't have to type in the 'GS'.

In older proceedings (before 2020) the PIN in the letter consists of only 16 digits. In this case, please use the second input field. When entering the PIN in this case, please also ensure that the letters in the PIN are case-sensitive.

Please enter the PIN in the field below. Click on the button below after you entered it. Please be patient, the verification of your PIN may take a few moments. Mind the correct spelling of the PIN.

Example of a usual PIN: GS 26LU SBCW CLER ERYP MXQ H3RC F3KW

Example of an older PIN: 123aB4DE5GHj67

GS
Please enter the 30-digit pin code: 2 / 30

Your PIN
Please enter your 16-digit pin here

OR

If you want to view the proceeding documents, click **"View Claim"** in the "View Claim" section and enter your PIN. The letters GS do not need to be entered. Confirm and you will see the recorded claims.

GIS Insolvency informations Personal area Proceeding search 🔔 👤 [FAQ](#) ⚙️ 🔍 🔒 🔌 [Contact](#)

Creditor details

You have created a creditor. Do you want to register a claim to this creditor? If so please click on "Add a claim"

Creditor Luise Lost ⌵

Address details **Contact details**

Baumallee 3 ✉️ saskia.schley@stp.one
66788 Romstein
Germany

Claim(s) ☰

Abwicklung Frischemarkt

📅 filing date	07/27/2024
€ main claim	€2.707,00
📍 State	lodged

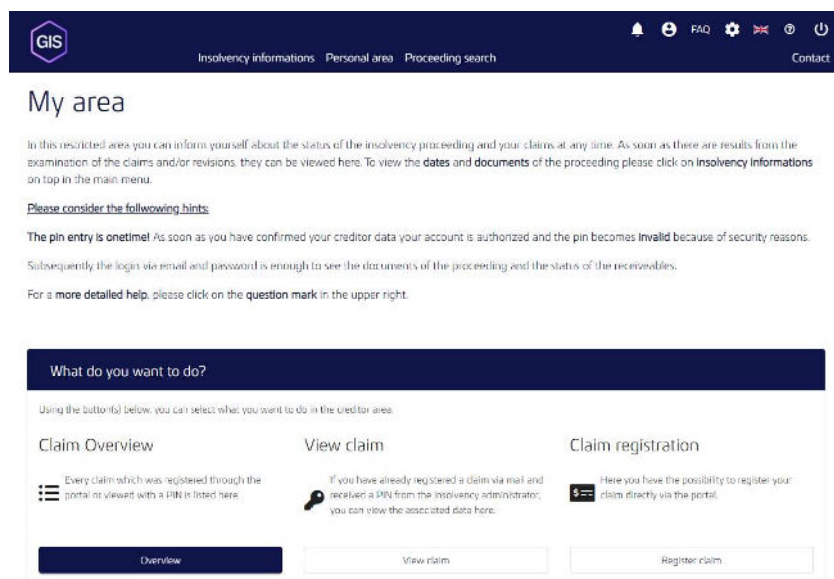
4.1.1.1 16-Digit PIN

You most likely received the 16-digit PIN from the insolvency administrator some time ago. This PIN from the old creditor information system can also be used instead of the 30-digit PIN. To do so, select "Proceed with 16-digit PIN" during PIN entry.

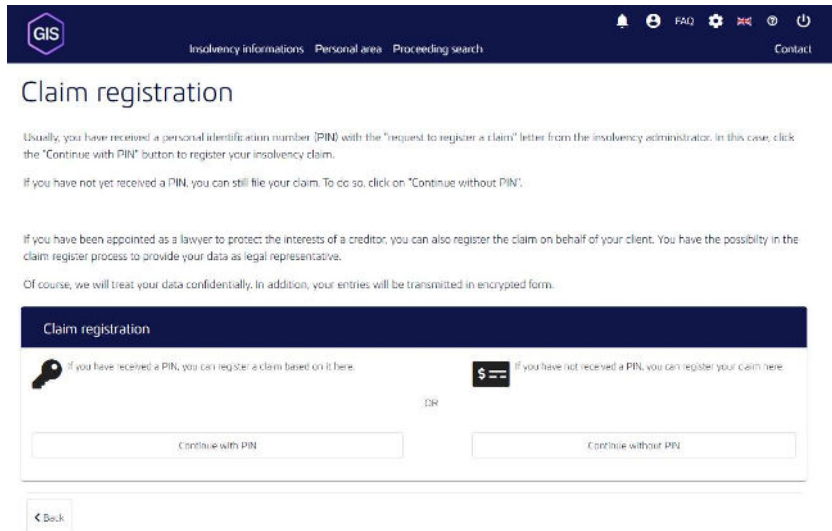
4.2 File a claim

4.2.1 Claim Filing Section

If you want to file a claim, click "Register Claim" under "Claim registration",

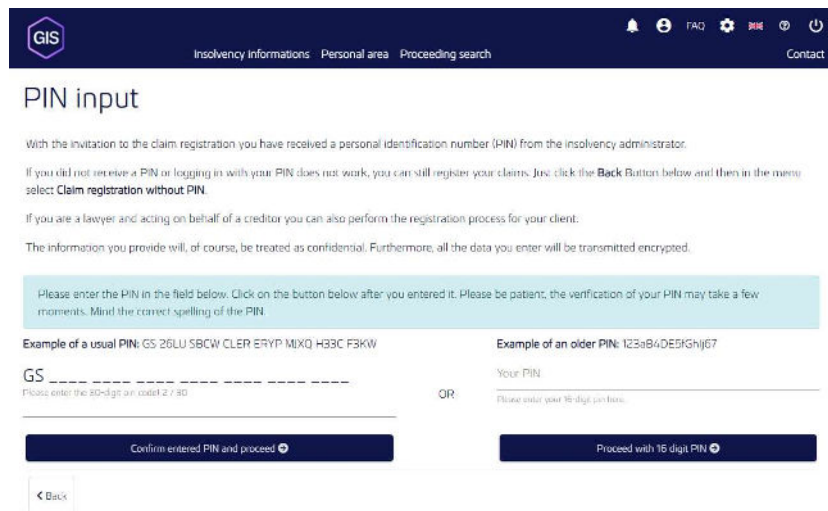


then choose either "Continue with PIN" or, if the insolvency administrator allows this option for the specific proceeding, "Continue without PIN".



4.2.1.1 Continue with PIN

Enter your PIN (do not enter the letters GS) and click "Confirm entered PIN and proceed".



The next step, before you can create a claim or view the proceeding documents, is to record your creditor details or confirm them.

4.2.1.2 Entering Creditor Details after PIN Entry

In the next step, you will have the opportunity to review and update your details. Please note that some options may not be available due to the law firm's policies or local regulations. If there is outdated information, please update it. Do not cancel this process!

The screenshot displays the 'Creditor details' interface. At the top, there is a navigation bar with the GIS logo and links for 'Insolvency Informations', 'Personal area', and 'Proceeding search'. A notification bar states: 'You have created a creditor. Do you want to register a claim to this creditor? If so please click on "Add a claim"'. Below this, the creditor's name 'Creditor Manni Finanz' is shown with a dropdown arrow. The 'Address details' section includes 'Geldstr. 25', '65877 Ramseln-Miesenbach', and 'Germany'. The 'Contact details' section shows icons for phone, email, and website. Action buttons include 'Edit address', 'Add a representative', and '+ CREATE COMMUNITY OF CREDITORS'. At the bottom, there is a 'Back' button on the left and an 'Add a claim +' button on the right.

After updating your details, click the "Confirm" button at the bottom right.

On the next screen, you will also have the option to add a representative (for example, if you are an attorney representing a creditor) or a member (of a creditor community). The addition of these contact details is done via the same form where you updated or confirmed your details.

After completing the entry, please click "Confirm".

Now the creditor will be linked to your account. Your PIN is now associated with your account, so you do not need to enter it again.

You will then be directed to the "Creditor Details" page and have successfully created your creditor account.

4.2.1.3 Entering a Claim

Before you enter data and/or file a claim, please read the relevant instructions to ensure you can complete the data entry consistently and completely.

The claim filing consists of several parts, so you should have the necessary data and documents ready before you start.

Below, we have listed the data that will be requested.

Filing for an Individual

- Personal Information (Name, First Name, Full Address)
- Contact Information (Phone Number, Email Address, etc.)
- Bank Details (IBAN and BIC)

Below, we describe the data needed to file a claim. Please gather all data before starting the filing.

Please note that you must provide evidence (invoices, notices, judgments, other titles, etc.) for all claims you enter here. A mere claim is not sufficient.

Data Required for Filing an Outstanding Claim:

- Outstanding amount in EUR
- Reason for the claim
- Tax rate for the claim (% rate or the sum of the tax amount)
- Total interest amount (Interest Period and Interest Rate)
- Costs (amount and reason) and the included tax rate (% rate or the sum of the tax amount) as mentioned above
- If available: invoice Number, invoice Date
- Enforceable title: If you already have an enforceable title (judgment, enforcement order, etc.), check this box.
- Claim of wilful torts: If the outstanding claim involves a criminal offense or an illegal act, check this box. Non-payment of a claim is NOT an illegal act.

- Security rights: If you have contractually agreed to one or more security rights (e.g., mortgage, land charge, assignment, retention of title, etc.), select this or one of them.

Required documents for filing:

Please note:

- You must substantiate all claims with documents. You can upload these as images or files.

Note: If this function is not available, you must submit the documents to the insolvency administrator by mail.

- This means you need to submit invoices or contracts or other proofs for each claim.
- The insolvency administrator needs these documents to verify your claim.
- If you do not submit the documents, your claim cannot be reviewed, and the insolvency administrator must dispute/deny your claim.

In addition, for further information, if provided, proof must be submitted:

- Interest Period and Interest Rate: You must calculate the total interest. You must then prove to the insolvency administrator how you calculated the interest and that you are entitled to charge interest. These details must be documented.
- Enforceable Title (Judgment, Enforcement Order, etc.): These titles must be uploaded or submitted.
- Claim of wilful torts: Evidence proving the illegal act, e.g., the criminal offense.
- Security Rights: Agreement regarding the security rights.

If you have provided all the information about your claim, click the "[Continue](#)" button at the bottom. If you want to complete your claim filing later, you can also save or delete the draft.

In the next window, you have the opportunity to review your information before confirming it. Follow the on-screen instructions to complete your claim filing.

You may need to print and mail documents to the insolvency administrator.

You can then check the status of your claim filing. Go to the "Personal Area" menu and then to "Claim Overview."

The screenshot shows the 'My area' page. At the top, there is a navigation bar with the GIS logo and links for 'Insolvency informations', 'Personal area', and 'Proceeding search'. Below the navigation bar, the page title is 'My area'. A paragraph explains that users can check the status of their claims and documents. There are three sections: 'Please consider the following hints', 'The pin entry is onetime!', and 'For a more detailed help...'. Below this is a section titled 'What do you want to do?' with three options: 'Claim Overview', 'View claim', and 'Claim registration', each with a brief description and a button.

➔ Under this menu, you will find all creditors you have entered with their respective claims.

The screenshot shows the 'Claim overview' page. At the top, there is a navigation bar with the GIS logo and links for 'Insolvency informations', 'Personal area', and 'Proceeding search'. Below the navigation bar, the page title is 'Claim overview'. A paragraph explains that users can click on claims to see further details. Below this is a table with one row for 'Luise Lost'. Below the table is a section for 'Abwicklung Frischemarkt' with a table of claim details. At the bottom, there are buttons for '< Back' and '+ Create a new creditor'.

Luise Lost		Add claim	Creditor details
Abwicklung Frischemarkt			
Filing date	07/27/2024		
€ main claim	€2,707.00		
State	lodged		
Show claim details			

Note:

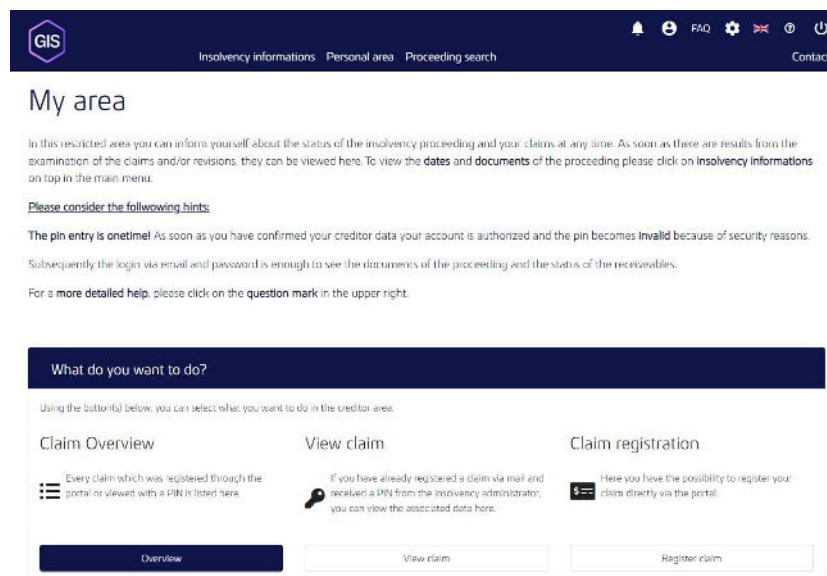
Once you have initially entered your master data, you can, of course, continue the claim filing process at a later time.

4.2.1.4 Continue Without PIN

It is also possible to file a claim without a PIN if the insolvency administrator allows this option for the specific proceedings. Click "File Claim" under "Claim Filing" in your "Personal Area," then choose "Continue Without PIN". The subsequent steps are similar to filing with a PIN.

4.2.2 Claim Overview Section

To file a claim, you can also click "Claim Overview" in the "Personal Area" menu.



You will then be directed to the overview page where you can see the claims and master data you have entered and linked. Simply click "Add Claim" in the row of a creditor to create a new claim.

5 View Proceedings Documents

You can view the proceeding documents in the "Case Information" menu.

There are two types of case documents that the insolvency administrator can provide: public documents visible to everyone and protected documents visible only to authorized creditors.

Public documents can be viewed without filing a claim.

For protected proceeding documents, the following conditions must be met for you to view them:

- At least one filed claim
- Your data and information must be available to the administrator
- For digital registration, only after activation by the insolvency administrator

If these conditions are met, all protected documents will be displayed under proceeding information, provided you have entered a corresponding PIN and confirmed the creditor details.

Note that you must confirm your creditor details before you can view proceeding documents!

In the case of insolvency proceedings involving a natural person, you can only view the proceeding information and proceeding documents once you have filed a claim.

6 Additional Information for Representatives

Before entering data and/or filing a claim, please read the relevant instructions to ensure that you can complete the data entry consistently and thoroughly.

Claim filing consists of several parts, so you should have the necessary data and documents ready before starting.

Below, we describe the data needed to file a claim. Please gather all data before starting the filing.

You need:

6.1 Creditor Details

- Information about the person/company/authority (name, first name, full address)
- Contact information (phone number, email address, etc.)
- Bank details (IBAN and BIC)

6.2 Claim Details

- Outstanding amount in EUR
- Reason for the claim
- Tax rate for the claim (% rate or the sum of the tax amount)
- Total interest amount (Interest Period and Interest Rate)
- Costs (amount and reason) and the included tax rate (% rate or the sum of the tax amount) as mentioned above
- If available: invoice Number, invoice Date
- Enforceable title: If you already have an enforceable title (judgment, enforcement order, etc.), check this box.
- Claim of wilful torts: If the outstanding claim involves a criminal offense or an illegal act, check this box. Non-payment of a claim is NOT an illegal act.
- Security rights: If you have contractually agreed to one or more security rights (e.g., mortgage, land charge, assignment, retention of title, etc.), select this or one of them.

Please note that you must substantiate all claims with documents (invoices, notices, judgments, other titles, etc.). A mere claim is not sufficient.

If you are filing the claim for someone you represent by appointment or by law, the following information is relevant for you. Providing representative details is legally necessary to ensure the complete information is available to the insolvency administrator for review.

6.3 Representative Details

- Type of representative
- Information about the representative (name, first name, full address)
- Contact information (phone number, email address, etc.)
- if applicable, your bank details (IBAN and BIC) if you are authorized to receive the later payment for the creditor.
- Post recipient checkbox: This should only be checked if you, as a representative, want to receive all mail from the insolvency administrator.
- Power of attorney for representing the creditor in an insolvency proceeding, including proof of power of attorney for receiving the later payment

6.4 Required Documents for Filing

- You must provide evidence for all claims. You can upload these as images or files.

Note: If this function is not available, you must submit the documents to the insolvency administrator by mail.

- This means you need to submit invoices or contracts or other proofs for each claim.
- The insolvency administrator needs these documents to verify your claim.
- If you do not submit the documents, your claim cannot be reviewed, and the insolvency administrator must dispute/deny your claim.

In addition, for further details, if provided, proof must be submitted:

- Interest Period and interest rate: You must calculate the total interest. You must then prove to the insolvency administrator how you calculated the interest and that you are entitled to charge interest. These details must be documented.
- Enforceable title (judgment, enforcement order, etc.): These titles must be uploaded or submitted.
- Intentional illegal act: Evidence proving the illegal act, e.g., the criminal offense.
- Security rights: Agreement regarding the security rights.