



OFFICE OF THE PUBLIC TRUSTEE
WELD COUNTY, COLORADO



PUBLIC TRUSTEE POLICIES

Internal office policies are as follows:

- This office will not reply to 'confirm receipt of email', as your "Sent" email will suffice as proof that your office submitted the necessary information. If further confirmation is needed, please confirm by logging on to our website www.wcpto.com and view the requested changes in the foreclosure file.
- Requests for invoices to WITHDRAW will only be accepted via email. Please request an invoice to WITHDRAW prior to sending the withdraw document. This facilitates the withdrawal process for both our office and yours.
- Order of Relief for Bankruptcy and Bankruptcy Discharge documents will not be acknowledged if your office does not have authorization from your client to proceed with the foreclosure action.
- Please review your own internal record keeping procedures for guidance as this office will not repeat information to multiple people within the same law firm.
- The duties of this office are strictly ministerial. This office will not offer legal advice as to how to proceed with a file. Please refer to the Colorado Revised Statutes regarding requirements throughout the foreclosure process.
- All foreclosure related requests should be sent to eforeclosures@wcpto.com. In doing so, this will ensure proper handling of each email. Emails sent to an individual in the office may delay the process of completion of that file.

- To verify acceptance of a file and obtain sale information, please refer to our web site. Also, please keep in mind that according to CRS 38-38-102(1), upon receipt of the NED, the Public Trustee has 10 business days to review the documents.

This office abides by Colorado Revised Statutes and internal office policies. Therefore, please ensure that your requests are mainly related to what is required from the Public Trustee. This office has an outstanding record of timely completing tasks regarding electronic correspondence. If for some reason this office is not as prompt as usual, please be patient and allow a reasonable amount of time before resending the email as this only creates more work and in turn prolongs the turnaround time.

Also as a courtesy reminder, please be aware of the content and tone of your email. Our offices work TOGETHER during the foreclosure process and it is of considerable importance to maintain a high level of professionalism and respect at all times. We try our best to accommodate your requests and hope that you do the same in return.

Rev. 1/7/16

Susie Velasquez, Public Trustee
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