



# Know Your Rights Consumer Rights & Bankruptcy

COVID-19/Coronavirus  
Legal Updates FAQ

As of March 24, 2020

## I already have a consumer case in Louisiana state court.

Louisiana state courts are closed for everything other than emergency matters. Consumer cases with hearings or trials scheduled March 16, 2020 through April 13, 2020 will be rescheduled. Deadlines have been suspended.

## I filed for bankruptcy and have a hearing scheduled.

Creditor meetings and most other bankruptcy related hearings in Federal Courts will be rescheduled. You will get a new notice.

## I was served with a lawsuit before the courts closed. What do I do now?

Currently, deadlines are suspended until April 13, 2020. You do not need to file an extension before that date. Do not forget that you might have to file a response to the lawsuit *immediately* once the Governor's order declaring a State of Emergency expires. Low-income residents of Southeast Louisiana can apply for free legal help from Southeast Louisiana Legal Services. Because of COVID-19, our offices are closed to the public. You can apply for services by applying online at <https://lastate.kempscaseworks.com/server/shared/a2jviewer.htm> or by calling one of our offices.

Baton Rouge: 225-448-0080  
Hammond: 985-345-2130

Houma: 985-851-5687  
Covington: 985-893-0076

Harvey: 504-374-0977  
New Orleans: 504-529-1000

## What do I do if I receive a notice from a court, a Justice of the Peace, or a Constable while the courts are closed?

If this happens, to you, seek the advice of an attorney. You can apply for free legal help by calling the Southeast Louisiana Legal Services at the phone numbers listed above.

## Where should I report price gouging?

It is illegal for someone to increase the price of goods or services during (and for up to 30 days after) a state of emergency. You can report suspected price gouging to the Louisiana Department of Justice at 800-351-4889 or at <https://www.ag.state.la.us/Page/ConsumerDispute>.

## Where should I report Coronavirus scams?

Some companies are selling unapproved or misbranded products, claiming they can treat or prevent Coronavirus – even though they have no evidence to back up their claims. Please go to reliable sources– like the Centers for Disease Control (CDC) - for information about Coronavirus. If you suspect a Coronavirus scam, you can report it to the Louisiana Department of Justice at 800-351-4889 or at <https://www.ag.state.la.us/Page/ConsumerDispute>.



Southeast Louisiana Legal Services is a nonprofit law firm whose mission is to achieve justice for low-income people in Louisiana by enforcing and defending their legal rights through civil legal aid, advocacy, and community education. We provide free legal help to low-income people in a variety of civil legal matters including divorce, custody, tax, consumer, foreclosure, bankruptcy, unemployment benefits, housing, public benefits, and more. You can find more information at [slls.org](http://slls.org).

