

## Contact Us

### **National Customer Service Center (NCSC): 1-800-375-5283**

1-800-767-1833 (TDD for the hearing impaired)

Call this toll-free number to receive nationwide assistance for immigration services and benefits offered by U.S. Citizenship and Immigration Services (USCIS). If you are outside the United States, contact your local embassy or consulate. See link to the right for US Department of State.

- ← Service is available in English and Spanish.
- ← To view hours of operation, services offered and emergency request information, see the “National Customer Service Center” link to the right.
- ← To view the National Customer Service Center telephone menu or reference guides (scripts), see the links to the right.

## Make an Appointment

To schedule appointment for an interview at a Field Office, for fingerprinting at an Application Support Center (ASC), or to speak with an immigration information officer, see the “Make an Appointment” link in the Customer Tools box to the right.

## My Case Status

To find out the status of your case or to sign up to receive automatic case status updates, see the “My Case Status” link in the Customer Tools section to the right.

### **Call the National Customer Service Center toll-free number if:**

- ← It has been more than 30 days and you have not received a receipt
- ← You have noticed an error on any documentation
- ← Your case is outside current processing times. To check current processing times, see the “Check Processing Times” link in the Customer Tools box to the right

## USCIS Service Centers

If you contacted the National Customer Service Center with a case-related inquiry and more than 30 days have passed and you have not received a response, you may email the appropriate USCIS Service Center with your inquiry:

- ← California Service Center: [csc-ncsc-followup@dhs.gov](mailto:csc-ncsc-followup@dhs.gov)
- ← Vermont Service Center: [vsc.ncscfollowup@dhs.gov](mailto:vsc.ncscfollowup@dhs.gov)
- ← Nebraska Service Center: [ncscfollowup.nsc@dhs.gov](mailto:ncscfollowup.nsc@dhs.gov)
- ← Texas Service Center: [tsc.ncscfollowup@dhs.gov](mailto:tsc.ncscfollowup@dhs.gov)

If you do not receive a response within 21 days of contacting the Service Center, you may contact the USCIS Headquarters Office of Service Center Operations by email at [SCOPSSCATA@dhs.gov](mailto:SCOPSSCATA@dhs.gov).

See the Customer Tools box to the left for additional resources available online.

## Forms

- ← You may order individual forms by calling our forms phone line at 1-800-870-3676.
- ← Forms may be ordered directly from this website and mailed to your home. See the “Forms by Mail” link to the right.
- ← Bulk form orders, such as large quantity orders for attorneys or community organizations, etc. must be processed through the Government Printing Office (GPO) at 202-512-1800 or online (see the “GPO Access” link to the right).

## Military Help Line: 1-877-CIS-4MIL (1-877-247-4645)

Members of the military and their families may call to receive assistance with immigration-related questions.

## Canadian E-mail Box

Canadian customers may inquire about general immigration information at [USCIS.Canada@dhs.gov](mailto:USCIS.Canada@dhs.gov).

## External Stakeholders

The Public Engagement Program engages external stakeholder groups to build collaborative relationships so that customers can be better informed, and so that issues and/or concerns can be raised and addressed. If you would like to contact the HQ Public Engagement program or a Community Relations Officer in your area, please use the following email addresses:

- ← Headquarters: [Public.Engagement@dhs.gov](mailto:Public.Engagement@dhs.gov)
- ← Western Region: [WRO.CommunityRelations@dhs.gov](mailto:WRO.CommunityRelations@dhs.gov)
- ← Central Region: [CRO.CommunityRelations@dhs.gov](mailto:CRO.CommunityRelations@dhs.gov)
- ← Northeast Region: [USCIS-NER-Community-Relations@dhs.gov](mailto:USCIS-NER-Community-Relations@dhs.gov)
- ← Southeast Region: [SoutheastRegion.CommunityRelations@dhs.gov](mailto:SoutheastRegion.CommunityRelations@dhs.gov)

For more information on Public Engagement, see the link to the right.

## Media

To speak with a USCIS spokesperson regarding a media inquiry, please use the following numbers:

- ← Headquarters: 202-272-1200
- ← Northeast: 802-660-5029
- ← Southeast: 305-762-8720 or 407-237-8837
- ← North Central: 312-239-5930
- ← South Central: 214-905-8711
- ← Northwest: 415-844-5250
- ← Southwest: 949-360-3000
- ← Los Angeles: 213-830-3835
- ← New York City: 802-660-5029

For more information including which states are included in each area, see the “Media” link to the right.

## Employers

If you would like more information or have questions about E-Verify or Form I-9, please call E-Verify Customer Support at 1-888-464-4218 or send an email to: [e-verify@dhs.gov](mailto:e-verify@dhs.gov).

## **Adoptions**

For inquiries about adoptions from Hague Convention countries, please call 1-877-424-8374 or send an email to [NBC.Hague@dhs.gov](mailto:NBC.Hague@dhs.gov)

For all other adoptions inquiries, please see the contact information available for your field office in the “Find a USCIS Office” link to the right.

## **USCIS Ombudsman Liaison**

The USCIS Ombudsman Liaison Unit (OLU) is responsible for managing the flow of information between USCIS and the Ombudsman’s Office. The OLU responds to questions posed by the Ombudsman’s Office, coordinates and prepares responses to the Ombudsman’s formal recommendations and annual reports, and facilitates the implementation of policies and procedures to ensure that USCIS customers receive the best possible service.

To help improve customer service, we seek feedback from our customers, stakeholders, and affiliated agencies to help identify issues that directly affect you. Email the Ombudsman Liaison Unit at [OLUInquiries@dhs.gov](mailto:OLUInquiries@dhs.gov). Please explain your concern, question, or suggestion as clearly as possible. Regrettably, we cannot post any inquiries online if they have case-specific or personal information in them.”

## **Genealogy Requests**

Questions about the USCIS Genealogy program may be sent to [Genealogy.USCIS@dhs.gov](mailto:Genealogy.USCIS@dhs.gov).

For more information on the USCIS Genealogy program or to make a request online, see the “Make a Genealogy Request” link to the right.

## **USCIS Historical Reference Library**

The USCIS Historical Reference Library is located at:

111 Massachusetts Avenue NW  
First Floor (Room 1000)  
Washington DC 20529-2180

The Library is open to non-USCIS researchers by appointment only. For a research appointment or other assistance, please email [CISHistory.Library@dhs.gov](mailto:CISHistory.Library@dhs.gov).

## Freedom of Information

USCIS Freedom of Information Act (FOIA) and Privacy Act (PA) Contact:

U.S. Citizenship and Immigration Services  
National Records Center, FOIA/PA Office  
P. O. Box 648010  
Lee's Summit, MO 64064-8010  
Phone: 816-350-5570  
Fax: 816-350-5785  
[uscis.foia@dhs.gov](mailto:uscis.foia@dhs.gov)

## Report USCIS Employee Misconduct

Anyone with knowledge or suspicion of criminal violations, misconduct, wasteful activities or allegations of civil rights or civil liberties abuse by a USCIS employee should report specific information such as date, time and location of the incident, the specific nature of the alleged misconduct, and the name(s) of employee(s) involved, to the DHS Office of the Inspector General (OIG) by any of the following ways:

- ← Toll-free DHS Hotline at 1-800-323-8603
- ← By fax at 202-254-4292
- ← Via email at [dhsoighotline@dhs.gov](mailto:dhsoighotline@dhs.gov)

Or by mail at the following address:

Department of Homeland Security  
Attn: Office of the Inspector General  
245 Murray Drive, Building 410 Stop: 2600  
Washington, D.C. 20528

See "Report USCIS Employee Misconduct" link to the left.

## Website Feedback

If you would like to provide feedback on this USCIS.gov website, you may email us at [uscis.webmaster@dhs.gov](mailto:uscis.webmaster@dhs.gov)

Do not send information about specific cases to this address. We only accept website-related comments.

Although we will read every email message within two business days, due to the number of messages, we may not respond to each message we receive.

## **Requesting Accommodations for Disabilities**

USCIS is committed to providing customers with disabilities the same access to our programs, activities and facilities as customers without disabilities by providing reasonable accommodations to customers with disabilities.

## **Mailing Address Format for USCIS National Capitol Region Offices**

For mailing addresses of USCIS Headquarters offices, the Washington District Office and Arlington Asylum Office see the link to the right.

## **USCIS Warns of Imposter Websites**

Only websites ending with the ".gov" suffix are official government websites. The web address of the official USCIS website is [www.uscis.gov](http://www.uscis.gov).