

**Instructions for I-102, Application for Replacement/  
Initial Nonimmigrant Arrival-Departure Document****Instructions**

**Please read these instructions carefully to properly complete this form. If you need more space to complete an answer, use a separate sheet of paper. Write your name and Alien Registration Number (A-Number), if you have one, at the top of each sheet and indicate the number of the item to which the answer refers.**

**What Is the Purpose of This Form?**

Use Form I-102 to request a new or replacement of an incorrect, lost, stolen, or damaged Nonimmigrant Arrival-Departure Document.

**When Should I Use This Form?**

As a nonimmigrant visitor to the United States, you should use Form I-102 to apply to U.S. Citizenship and Immigration Services (USCIS) for a new or replacement:

1. Form I-94, Nonimmigrant Arrival-Departure Record;
2. Form I-94W, Nonimmigrant Visa Waiver Arrival-Departure Record; or
3. Form I-95, Crewman Landing Permit.

**How Do I File This Form?**

A separate Form I-102 must be filed for each person seeking the immigration benefit. Follow the steps below to complete your application:

**Step 1** - Identify reason for Filing Form I-102

**Step 2** - Fill Out Form I-102

**Step 3** - Submit Your Application

**General Instructions****Step 1. Reason for Filing Form I-102**

The following is a brief description of eligibility categories. Check the box in **Part 2** of Form I-102 that matches your reason for filing.

After determining which category best applies, you must submit evidence that proves eligibility. Each category has specific evidence requirements. See **Step 3, Submit Your Form I-102**, for information on what evidence is required.

You should use Form I-102 to:

1. Replace your lost, stolen, or mutilated Form I-94, I-94W, or I-95;

2. Receive an initial Form I-94 if you were not issued one when you entered as a nonimmigrant, and you are filing this form with an application for extension of stay or change of status;
3. Receive a corrected Form I-94, I-94W, or I-95 if you were issued one with incorrect information when you entered as a nonimmigrant or refugee; or
4. Receive an initial Form I-94 if you were not issued one when you were originally admitted into the United States due to your military membership as described below:
  - A. Nonimmigrant member of the U.S. Armed Forces; or
  - B. Nonimmigrant member of the North Atlantic Treaty Organization (NATO) armed forces or civilian component; or
  - C. Nonimmigrant member of the Partnership for Peace military program under the Status of Forces Agreement (SOFA).

**ADVISORY:** Do not use this form to request an action on Form I-94 issued by the U.S. Customs and Border Protection (CBP). If you are seeking a new Form I-94 based on a Form I-94 issued at a port of entry or otherwise by CBP, you should contact the nearest CBP office or port of entry and inquire about their procedures, or visit the CBP's Web site at [www.cbp.gov](http://www.cbp.gov).

**Step 2. Fill Out Form I-102**

1. Type or print legibly in black ink.
2. If extra space is needed to complete any item, attach a continuation sheet, indicate the item number, and date and sign each sheet.
3. Answer all questions fully and accurately. State that an item is not applicable with "N/A." If the answer is none, write "None."

This form is divided into **Parts 1** through **5**. The following information should help you fill out the form.

**Part 1. Information About You**

1. **Family Name** (Last name) - Give your legal name. If you have two last names, include both and use a hyphen (-) between the names, if appropriate.
2. **Address** - Give your physical street address. This must include a street number and name or a rural route number. Do not put a post office box (P.O. Box) number here.

3. **A-Number** - This is your immigration file number. If you do not have an Alien Registration Number or do not know it, leave this blank.
4. **U.S. Social Security Number** - If you do not have a U.S. Social Security Number, leave this blank.
  - A. **Date of Last Admission** - Give the day of your last actual entry into the United States.
  - B. **Current Nonimmigrant Status** - Give your current status. If you were granted a change of status, provide the receipt notice noting the change.
  - C. **Expires On** - Give the day your authorized stay in the United States ends.
  - D. **Numbers on Form I-94, I-94W, or I-95 Arrival-Departure Document** - Give the number that is at the top of the document you originally received at the time of entry. If you did not receive Form I-94 at entry, write "N/A."

## Part 2. Reason for Application

Place a check in the box that corresponds with your reason for filing.

## Part 3. Processing Information

**Numbers 1 - 3** - Give all information requested.

## Part 4. Signature

1. As the applicant, you must sign and date the application. If you do not sign the form, it will be returned as incomplete.
2. **Daytime Telephone Number** - Give a phone number with the area code where you can be reached during the day.

## Part 5. Signature of Person Preparing Form, if Other than Applicant

If you, the applicant, did not fill out Form I-102, the preparer must also sign, date, and give his or her address, daytime phone number, and fax number.

## Step 3. Submit Your Application

Your application must include the following items:

1. **Your Signed and Completed Form I-102.** Each application must be properly signed and filed with the correct fee. If you are under 14 years of age, your parent or guardian may sign the application.
2. **General Requirements**
  - A. **Initial Evidence.** You must file your application with the required initial evidence. Attach copies, showing the front and back of the documents you need to support your application. **Do not send original documents unless instructed to do so.**

- B. **Lost or Stolen Form.** If you are applying to replace a lost or stolen Form I-94, I-94W, or I-95, submit a copy of the original or submit a copy of the biographic page from your passport and a copy of the page indicating admission as claimed, or other evidence of your admission. If you are unable to provide this evidence, submit a full explanation stating why you cannot give any of the above evidence, along with a copy of evidence of your identity and copies of any evidence in your possession to substantiate your claim. If your card was stolen, submit a copy of the police report relating to the theft.
- C. **Mutilated Form.** If you are applying to replace a mutilated Form I-94, I-94W, or I-95, attach the original damaged form.
- D. **First Form I-94.** If you were not issued Form I-94 at admission and have not since been issued Form I-94, but now require Form I-94 for another application you are filing, submit a copy of any evidence in your possession to substantiate your claimed admission.
- E. **Nonimmigrant Military Member.** If you are filing as a nonimmigrant military member in the U.S. Armed Forces, NATO, or the Partnership for Peace program and you are requesting an initial Form I-94, contact your foreign commander or his or her designee in the United States for filing information.
- F. **Correct Inaccurate Information.** If you want USCIS to correct inaccurate information on your Form I-94, I-94W, or I-95, attach your Form I-94, I-94W, or I-95 to your application. If you check box "f" on **Part 2, Application Type**, attach a statement dated and signed by you, citing specifically what information on your Form I-94, I-94W, or I-95 requires correction. You must also attach evidence verifying the validity of the information submitted for correction purposes.

## Translations

Any document containing a foreign language submitted to USCIS shall be accompanied by a full English language translation which the translator has certified as complete and accurate, and by the translator's certification that he or she is competent to translate from the foreign language into English.

## Copies

Unless specifically required that an original document be filed with an application or petition, an ordinary legible photocopy may be submitted. Original documents submitted when not required will remain a part of the record, even if the submission was not required.

## Where to File?

**NOTE:** The following instructions relate only to Form I-102 issued by USCIS. To request an action on Form I-94 issued by CBP, refer to the **Advisory** under **Step 1, Reason for Filing Form I-102** on **Page 1** of these instructions.

Please note the USCIS filing locations for this form are subject to change. Read the instructions carefully to determine where to send your application.

The filing addresses provided on this form reflect the most current information as of the date this form was last printed.

If you are filing Form I-102 more than 30 days after the latest edition date shown in the lower right corner, visit us online at [www.uscis.gov](http://www.uscis.gov) before you file, and check the "FORMS" page to confirm the correct filing address and form version currently in use. Check the edition date located in the lower right corner of the form. If the edition date on your Form I-102 matches the edition date listed for Form I-102 on the online "FORMS" page, your version is current. If the edition date on the online version is later than your version, download a copy and use it. If you do not have Internet access, call Customer Service at 1-800-375-5283 to verify the current filing address and edition date.

#### Filing Locations:

1. If you are submitting Form I-102 with another form, submit both forms according to the filing instructions for the other form.
2. If you are submitting Form I-102 by itself to:
  - A. Replace your lost or stolen Form I-94 (or I-94W) (Box "a");
  - B. Replace your lost or stolen Form I-95 (Box "b");
  - C. Replace Form I-94 (or I-94W) because it is mutilated (Box "c");
  - D. Replace Form I-95 because it is mutilated (Box "d");
  - E. Correct information on your Forms I-94, I-94W, or I-95. If I-94, I-94W or I-95 was issued by USCIS with incorrect information (Box "f"), attach your original forms I-94, I-94W, or I-95. If the error was caused by your submission of incorrect information, you must include the appropriate fee. If the error was due to USCIS error, no fee is required;
  - F. Obtain a Form I-94 because you did not receive it when you entered the United States as a nonimmigrant member of the U.S. Armed Forces (Box "g").

Mail your application to the USCIS Phoenix or Dallas Lockbox facility, based on where you are located. See filing instructions below.

#### If you are located in:

Alabama, Arkansas, Connecticut, Delaware, the District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Texas, Vermont, Virginia, U.S. Virgin Islands, West Virginia

#### Mail your application to:

##### USCIS Dallas Lockbox:

For U.S. Postal Service:

**USCIS  
PO Box 660867  
Dallas, TX 75266**

For Express mail and courier deliveries:

**USCIS  
Attn: AOS  
2501 S. State Hwy. 121 Business  
Suite 400  
Lewisville, TX 75067**

#### If you are located in:

Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, North Dakota, Ohio, Oregon, South Dakota, Utah, Washington, Wisconsin, Wyoming, Guam, or the Commonwealth of Northern Mariana Islands

#### Mail your application to:

##### USCIS Phoenix Lockbox:

For U.S. Postal Service:

**USCIS  
PO Box 21281  
Phoenix, AZ 85036**

For Express mail and courier deliveries:

**USCIS  
Attn: AOS  
1820 E. Skyharbor Circle S  
Suite 100  
Phoenix, AZ 85034**

#### Not Issued Form I-94/Extension - Status Change

If you were not issued Form I-94 at admission or are filing this application with a Form I-539, Application to Extend/Change Nonimmigrant Status (Box "e"), file this application in accordance with Form I-539 filing instructions.

#### NATO and SOFA Military Members

If you are filing Form I-102 because you are a military member of NATO or Partnership for Peace under SOFA (Box "g"), and are seeking an initial Form I-94, submit this application through your foreign commander or his or her designee to NATO/Headquarters, Supreme Allied Commander Transformation (NATO/HQ SACT) at:

**NATO/HQ SACT  
7857 Blandy Road, Suite 100  
ATTN: Legal Affairs  
Norfolk, VA 23551-2490**

## E-Notification

If you are filing your Form I-102 at one of the USCIS Lockbox facilities, you may elect to receive an e-mail and/or test message notifying you that your application has been accepted. You must complete Form G-1145, E-Notification of Application/Petition Acceptance, and clip it to the first page of your application. To download a copy of the Form G-1145, including the instructions, refer to [www.uscis.gov](http://www.uscis.gov) "FORMS".

### What Is the Filing Fee?

The filing fee for Form I-102 is **\$330**.

1. The fee must be submitted in the exact amount. It cannot be refunded. **Do not mail cash.**
2. You do **not** need to pay the fee to request USCIS to correct your Form I-94, I-94W, or Form I-95 if the error(s) on your document was made by USCIS, through no fault of your own. If, however, the error(s) was made because of information you provided or failed to provide to USCIS or the U.S. Department of State, you must pay the fee.
3. You do **not** need to pay the fee if you are a nonimmigrant military member in the U.S. Armed Forces or you are participating in a NATO or Partnership for Peace military program under the SOFA and you are requesting an initial or replacement Form I-94.
4. Use the following guidelines when you prepare your check or money order:
  - A. The check or money order must be drawn on a bank or other financial institution located in the United States and must be payable in U.S. currency; and
  - B. Make the check or money order payable to **U.S. Department of Homeland Security**, unless:
    1. If you live in Guam and are filing your application there, make it payable to **Treasurer, Guam**.
    2. If you live in the U.S. Virgin Islands and are filing your application there, make it payable to **Commissioner of Finance of the Virgin Islands**.
    3. If you live outside the United States, Guam, or the U.S. Virgin Islands, contact the nearest U.S. Embassy or consulate for instructions on the method of payment.

**NOTE:** Please spell out U.S. Department of Homeland Security; do not use the initials "USDHS" or "DHS."

### Notice to Those Making Payment by Check

If you send us a check, it will be converted into an electronic funds transfer (EFT). This means we will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will usually take 24 hours and will be shown on your regular account statement.

You will not receive your original check back. We will destroy your original check, but we will keep a copy of it. If the EFT cannot be processed for technical reasons, you authorize us to process the copy in place of your original check. If the EFT cannot be completed because of insufficient funds, we may try to make the transfer up to two times.

### How to Check if the Fees Are Correct

The form and biometric fees on this form are current as of the edition date appearing in the lower right corner of this page. However, because USCIS fees change periodically, you can verify if the fees are correct by following one of the steps below:

1. Visit our Web site at [www.uscis.gov](http://www.uscis.gov), select "FORMS," and check the appropriate fee;
2. Review the Fee Schedule included in your form package, if you called us to request the form; or
3. Telephone our National Customer Service Center at **1-800-375-5283** and ask for the fee information.

### Address Changes

If you change your address and you have an application or petition pending with USCIS, you may change your address online at [www.uscis.gov](http://www.uscis.gov). Click on "Online Change of Address" and follow the prompts. You may complete and mail Form AR-11, Alien's Change of Address Card, to:

**U.S. Citizenship and Immigration Services  
Change of Address  
P.O. Box 7134  
London, KY 40742-7134**

For commercial overnight or fast freight services only, mail to:

**U.S. Citizenship and Immigration Services  
Change of Address  
1084-I South Laurel Road  
London, KY 40744**

### Processing Information

Our goal at USCIS is to process all applications fairly. The processing time will vary, depending on the specific circumstances of each case. We may deny an application if you do not give us the requested information or do not go to a scheduled interview. Each application must be properly signed with the correct fee. If you are under 14 years of age, your parent or guardian may sign the application.

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## Acceptance

Any Form I-102 that is not signed or accompanied by the correct fee will be rejected with a notice that Form I-102 is deficient. You may correct the deficiency and resubmit the application. However, an application is not considered properly filed until it is accepted by USCIS.

## Initial Processing

Once Form I-102 has been accepted, it will be checked for completeness, including submission of the required initial evidence. If you do not completely fill out the form or file it without the required initial evidence, you will not establish a basis for eligibility, and we may deny your Form I-102.

## Decision

You will be notified in writing of the decision on your application. If the application is approved, a new Form I-94 or Form I-95 will be issued to you.

## USCIS Forms and Information

To order USCIS forms, call our toll-free number at **1-800-870-3676**. You can also get USCIS forms and information on immigration laws, regulations, and procedures by telephoning our National Customer Service Center at **1-800-375-5283** or visiting our Internet Web site at [www.uscis.gov](http://www.uscis.gov).

As an alternative to waiting in line for assistance at your local USCIS office, you can now schedule an appointment through our Internet-based system, **InfoPass**. To access the system, visit our Web site. Use the **InfoPass** appointment scheduler and follow the screen prompts to set up your appointment. **InfoPass** generates an electronic appointment notice that appears on the screen.

## Penalties

If you knowingly and willfully falsify or conceal a material fact or submit a false document with this Form I-102, we will deny your Form I-102 and may deny any other immigration benefit.

In addition, you will face severe penalties provided by law and may be subject to criminal prosecution.

## Privacy Act Notice

We ask for the information on this form, and associated evidence, to determine if you have established eligibility for the immigration benefit for which you are filing. Our legal right to ask for this information can be found in the Immigration and Nationality Act, as amended. We may provide this information to other government agencies. Failure to provide this information, and any requested evidence, may delay a final decision or result in denial of your Form I-102.

## Paperwork Reduction Act

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 25 minutes per response, including the time for reviewing instructions, and completing and submitting the form. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Regulatory Products Division, 111 Massachusetts Avenue, N.W., 3rd Floor, Suite 3008, Washington, DC 20529-2210. OMB No. 1615-0079. **Do not mail your application to this address.**