

## **Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

INITIAL GREETING - (Tips main menu sp – Application id 1012 – prompt id 1)

Please listen carefully as our menu options have changed. Thank you for calling the Homeland Security Investigations Tip-line. If you have a life or death emergency please hang up and dial 911. If you are calling from a law enforcement agency please press 3. Para Español oprima número 7.

To file a new report or to add information to an existing report press 1. Please note that all reports are considered law enforcement sensitive and confidential. We will not provide you with the status of your report and not all tips we receive will result in a law enforcement action. ICE retains the discretion to act on any information received and such decisions are made based on multiple criteria including the availability of personnel and resources. Please note that once a report is filed it can not be cancelled.

For general information about Homeland Security Investigations, ICE, the Dept. of Homeland Security, and all other calls please press 9.

To hear this menu again press the pound key. At any time you may press the star key to return to the previous menu.

*Pressed 3: Routed to greeting message for LEA Sub-menu*

*Pressed 1: Routed to Tip Options Sub-menu*

*Pressed 7: Routed to Spanish Speakers Sub-menu*

*Pressed 9: Routed to Other Options Sub-menu*

## **Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

### *Law Enforcement Agency Sub-menu – (Prompt id 11)*

You have indicated that you are calling from a law enforcement agency. Your call is very important to us and will be answered by the next available specialist. All calls are recorded and hold times will vary. If you are not calling from a law enforcement agency, and believe you have reached this recording by mistake, press the star key to return to the main menu.

Esta línea es únicamente para uso de agencias policiales. Si usted no es parte de una agencia de policía y cree que ha alcanzado esta grabación por error oprima la tecla de asterisco para regresar al menú principal.

[Brief pause before call routes to queue, CDN 4826]

(The Spanish portion is recorded as part of the English message.)

## **Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

### *Other Options Sub-Menu:*

For general information about Homeland Security Investigations, ICE, or the Department of Homeland Security, press 2: (id 5)

Homeland Security Investigations is the investigative division of Immigration and Customs Enforcement, also known as 'ICE,' which is an agency within the Department of Homeland Security. General information about ICE may be obtained on the Internet at [www.ice.gov](http://www.ice.gov) and information about the Department of Homeland Security may be obtained at [www.dhs.gov](http://www.dhs.gov). For employment opportunities with ICE please refer to the ICE website and to the USAJOBS website at [www.usajobs.gov](http://www.usajobs.gov). (id 6)

For information concerning the importation or exportation of goods, or for traveling to the U.S., press 3: (id 5)

If you need information about procedures or laws for importing or exporting goods, or about documentation needed to travel to the United States please refer to the U.S. Customs and Border Protection website at [www.cbp.gov](http://www.cbp.gov) or call 1-877-227-5511. You may also refer to the Department of State website at [www.state.gov](http://www.state.gov). (id 7)

For information on applying for immigration benefits, pending immigration applications, or general questions about immigration law, press 4: (id 5)

If you are calling about a pending immigration application or have questions about United States immigration law please refer to the U.S. Citizenship & Immigration Services website at [www.uscis.gov](http://www.uscis.gov) or call their toll free number at 1-800-375-5283. Please note that the U. S. Department of State is responsible for issuing visas to enter the United States. The Department of State website is [www.state.gov](http://www.state.gov). (id 8)

The 4 menu choices are given to the caller in the recording at id 5.

Each message will play twice before disconnecting unless the caller presses the pound or star key.

## **Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

### *Tip Options Sub-menu*

The HSI Tip-line is for reporting suspected crimes and violations of United States customs and immigration laws. All information received on the Tip-line will be reviewed by the appropriate ICE personnel and forwarded as deemed appropriate. ICE retains the discretion to act on any information received and there is no guarantee your report will result in a law enforcement action. Please note that we are not able to provide you with any possible timeframes regarding when or if your report will be acted upon. Your call will be recorded, and filing a false report is a crime and violators may be prosecuted. Please select from the following options and the next available specialist will take your call. Hold times will vary: **id 10**

Select from one of the following 7 options: **(this sentence plus 7 options recorded at - id 2)**

To report information about an ICE Most Wanted Fugitive press 1 [CDN 4790]

If you are calling regarding Human Trafficking, please press 2 now.

To report immigration violations such as Alien Smuggling or the employment of illegal aliens press 3 ([goes to immigration sub-menu](#))

To report customs violations such as drug smuggling or the import/export of counterfeit merchandise press 4 ([goes to customs sub-menu](#))

To report Child Exploitation crimes such as child pornography or foreign travel to engage in unlawful activities with children press 5 [CDN 4801]

To report terrorist activity or information related to national security press 6 [CDN 4802]

To report financial crimes such as banking violations, bulk cash smuggling or money laundering press 7 [CDN 4803]

To report any other type of illegal activity press 8 [CDN 4814]

### *Immigration Sub-menu: – id 12*

- To report alien smuggling press 1 [CDN 4805]
- To report an alien who is a gang member or who has been convicted of a crime, press 2 [4806]
- To report fraud involving an immigration benefit, immigration application, or identity theft press 3 [CDN 4807]
- To report a business for employing or exploiting illegal aliens press 4 [CDN 4808]
- To report the presence of a non-criminal illegal alien in the U.S. press 5 [CDN 4809]
- For all other immigration related violations press 6 [CDN 4810]

### *Customs Sub-menu: – id 13*

- To report weapons trafficking or the illegal exportation of technology or controlled commodities press 1 [CDN 4811]
- To report the smuggling of merchandise, contraband, or narcotics press 2 [CDN 4812]
- To report commercial fraud, trade violations, counterfeit merchandise or intellectual property rights violations press 3 [CDN 4813]
- For all other customs related violations press 4 [CDN 4814]

**Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

*The choice made by the caller will prioritize the call and its placement in the calls waiting queue.*

## **Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

### *Spanish Speakers Sub-menu – id 3*

Hola. Gracias por llamar al Servicio de Inmigración y Control de Aduanas de los Estados Unidos-Tip-Line. Por favor sea conciente que la persona que contesta solamente habla Inglés. Si el especialista determina que su llamada necesita la asistencia de un traductor, su llamada será colocada en espera hasta que un traductor pueda ayudar en la conversación. Por favor, escuche con cuidado a las siguientes opciones:

Para hacer un nuevo reporte o para agregar nueva información a un reporte existente. Oprima el número uno.

Para información general acerca de el Servicio de Inmigración y Control de Aduanas , el Departamento de Seguridad Nacional y otros. Oprima numero 3.

Para oír éste mensaje otra vez. Oprima la tecla de número.

Para regresar a la opción anterior. Oprima la tecla asterisco en cualquier momento.

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### *English Translation:*

Hello and thank you for calling the Homeland Security Investigations Tip-line. Please be aware that your call may be answered by an English speaking employee. If the Specialist determines your call requires the assistance of a translator you may be placed on hold so a translator may be brought into the conversation. Please listen carefully to the following options:

To file a new report or to add information to an existing report press 1;  
for general information about ICE, the Department of Homeland Security, and all other calls please press 3.

To hear this menu again press the pound key.

To return to the previous menu at any time press the star key.

*Pressed 1: Routed to Spanish Tip Options Sub-menu*

*Pressed 9: Routed to Spanish Other Options Sub-Menu*

## **Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

*Spanish Version - Other Options Sub-Menu: (replica of English language Other Options Sub-Menu)*

Si está llamando con respecto a un reporte dado anteriormente. Oprima número 1: (id 18)

[Prior Call] Toda información reportada en esta línea es revisada por un oficial de Inmigración y Aduanas y es enviada al lugar apropiado si es necesario. Todos los reportes son considerados confidenciales. No podemos dar información del estatus de su reporte y no toda la información recibida resultará en una acción legal. Inmigración y Aduanas se reserva el derecho de actuar con la información recibida y esa decisión está regida de acuerdo con múltiples criterios incluyendo la disponibilidad de personal y recursos. Tenga en cuenta que los reportes recibidos no serán cancelados. Si usted tiene nueva información que añadir al reporte original. Oprima el número 5  
(routes to Other Crime CDN 4831 - id 14)

Para información general acerca del Servicio de Inmigración y Aduanas o el Departamento de Seguridad Nacional. Oprima 2: (id 18)

El Servicio de Inmigración y Control de Aduanas de los Estados Unidos es parte del Departamento de Seguridad Nacional (DHS). Información general de Inmigración y Aduanas puede ser obtenida en [www.dhs.gov](http://www.dhs.gov). Para oportunidades de empleo utilice la página de internet de Inmigración y Aduanas en [www.usajobs.gov](http://www.usajobs.gov). (id 15)

Para Información relacionada con la importación o exportación de productos, o para viajar a los Estados Unidos. Oprima 3: (id 18)

Si necesita información acerca del proceso y leyes de importación o exportación de productos, o acerca de la documentación necesaria para viajar a los Estados Unidos, por favor utilice la página de internet de la Agencia de Protección de Fronteras y Aduanas en [www.cbp.gov](http://www.cbp.gov), o llame al 1-877-227-5511. También puede consultar con el Departamento de Estado en [www.state.gov](http://www.state.gov). (id 16)

Para información de como aplicar para beneficios de inmigración, solicitudes pendientes de inmigración o preguntas generales acerca de las leyes de inmigración. Oprima 4: (id 18)

Si está llamando acerca una solicitud pendiente de inmigración o tiene preguntas sobre la ley de inmigración, consulte con la Oficina de Servicio de Ciudadanía e Inmigración de los Estados Unidos en [www.uscis.gov](http://www.uscis.gov) o llame gratis al 1-800-375-5283. También tenga en cuenta que el Departamento de Estado es responsable por la expedición de visas para entrar a los Estados Unidos. La página de internet del Departamento de Estado es [www.state.gov](http://www.state.gov). (id 17)

The 4 menu choices are given to the caller in the recording at id 18. Each distinct message is its own id.

Each message will play twice before disconnecting unless the caller presses the pound or star key.

## **Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

*Spanish Version - Tip Options Sub-menu – id 19*

El Servicio de Inmigración y Control de Aduanas de los Estados Unidos - Tip-Line es para reportar crímenes sospechosos y violaciones de la ley de inmigración y aduanas de los Estados Unidos. Toda la información recibida en esta línea será revisada por personal de inmigración y será enviada al lugar apropiado si es necesario.

Inmigración y Aduanas se reserva el derecho de actuar con la información recibida y no garantiza que se tomará alguna acción legal como resultado de esta información.

Su llamada será grabada, dar falsa información es una violación criminal y usted podrá ser procesado criminalmente. Por favor escoja una de las siguientes opciones y el siguiente especialista disponible contestará su llamada. El tiempo de espera puede variar.

Para reportar tráfico humano o contrabando de extranjeros e indocumentados. Oprima el número uno.

Para reportar contrabando de mercancía, drogas, armas de fuego y otros. Oprima el número 2.

Para reportar empresas o negocios que están empleando ilegales. Oprima el número 3.

Para reportar fraudes relacionados con beneficios de inmigración, solicitudes de inmigración o robo de identidad. Oprima el número 4.

Para reportar algún otro tipo de actividad ilegal o sospechosa. Oprima el número 5.

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### *English translation:*

The HSI Tip-line is for reporting suspected crimes and violations of United States customs and immigration laws. All information received on this Tip-line will be reviewed by the appropriate ICE personnel and forwarded as deemed appropriate. ICE retains the discretion to act on any information received and there is no guarantee your report will result in a law enforcement action. Please note that we are not able to provide you with any possible timeframes regarding when or if your report will be acted upon. Your call will be recorded, and filing a false report is a crime and violators may be prosecuted. Please select from the following options and the next available Specialist will take your call. Hold times will vary:

To report human trafficking or alien smuggling, press 1 [CDN 4827]

To report the smuggling of contraband, goods, or merchandise including drugs, firearms, or other items, press 2 [CDN 4828]

To report businesses employing or exploiting illegal aliens, press 3 [CDN 4829]

To report fraud involving an immigration benefit, immigration application, or identity theft, press 4 [CDN 4830]

To report any other type of illegal or suspicious activity press 5 [CDN 4831]

*The choice made by the caller will prioritize the call and its placement in the calls waiting queue.*



**Tip-line Auto-attendant Recording and Menu Choices (January 2011)**

## Tip-line Auto-attendant Recording and Menu Choices (January 2011)

Priority levels range from 1-6 with 1 being the highest value.

MENU CHOICE LABELS	Queue Priority	CDN
“Most Wanted Fugitive”	1	4790
“Terrorism”/ National Security	1	4802
“Child Porn” (Exploitation)	2	4801
“Alien Smuggling” / Human Trafficking	2	4805
Gang Member/ “Criminal Alien”	3	4806
“Imm Fraud”	5	4807
“Worksite” (Employer of illegal aliens)	6	4808
“Illegal alien”	6	4809
“Other Imm Crimes”	6	4810
“Arms Trafficking” (Weapons/Technology Transfer)	2	4811
“General Smuggling” Goods	4	4812
“Customs Fraud” / Counterfeits / Trade	4	4813
“Financial crimes” / Money Laundering	3	4803
“IPR Crimes” Intellectual Property Crimes	4	4804
“Other Crime” / Not specified	4	4814
“LEA”	1	4826
“SP Alien Smuggling” / Human Trafficking	2	4827
“SP Gen Smuggling” Goods	4	4828
“SP Worksite”	6	4829
“SP Imm Fraud”	5	4830
“SP Other Crime”	4	4831
“TIPS”	6	4777

\*Quotes indicate label that appears on phone console.

\*As of 10/29/08 the “IPR Crimes” option is no longer active. IPR activities are included under the “Customs Fraud” label.

\*1/6/09: Additions and changes are as indicated above.