

**SUPPORTING STATEMENT FOR
USCIS e-Request Tool
OMB Control No.: 1615- 0165
COLLECTION INSTRUMENT(S): Form G-1592**

A. Justification

- 1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.**

Section 103 of the Immigration and Nationality Act, 8 U.S.C. 1103 (a)(1), gives the Secretary of Homeland Security (the Secretary) general authority to enforce and administer the immigration laws. Pursuant to that authority, USCIS has identified an operational need for an online request tool that people who have filed immigration benefit requests with USCIS can use to request certain actions that do not require submission of a full benefit request and fee. USCIS is collecting the information in this form under the authority of INA § 103(a)(3), 8 U.S.C. 1103(a)(3) to prescribe forms and instructions necessary to carry out the authority provided in 8 U.S.C. 103(a)(1). This collection contains six options:

- **Case outside of normal processing time:** This tool allows individuals whose cases have been pending with USCIS longer than the normal processing time to inquire with USCIS as to its status.
- **Did not receive notice by mail:** This tool allows individuals who did not receive a mailed notice to report that to USCIS and request a notice.
- **Did not receive card by mail:** This tool allows individuals who have been granted a benefit, but did not receive the associated card by mail, to report this to USCIS and request a replacement card.
- **Did not receive document by mail:** This tool allows individuals who have been granted a benefit, but did not receive the associated document, to report that to USCIS and request a replacement document.
- **Appointment Accommodations:** Pursuant to Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) and 6 C.F.R. Part 15, qualified individuals with a disability in the United States shall not be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity conducted by USCIS. This means that these individuals often are entitled to reasonable accommodations to access and participate in its immigration programs. This tool enables individuals to request that USCIS provide them with an accommodation(s) and for them to explain what type of accommodation they are requesting and the reasons for the request.
- **Typographical error:** This tool allows individuals who have received a notice, document or card from USCIS with a typographical error to inquire about the

error and receive guidance on the corrective action.

USCIS has developed these online requests to address the most common inquiries that arise from USCIS's administration of the immigration laws. USCIS believes that the e-Request Tool Process will reduce hindrances in, increase the success of, and decrease the time required for affected individuals who require the services provided by this online system. This system will also reduce the reliance on paper to request accommodations, updates, corrections, and related actions.

2. **Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.**

- **Case outside of normal processing time:** The information collected will be used to provide a response to the requester about their case.
- **Did not receive notice by mail:** The information collected will be used by USCIS to verify and update the requester's mailing address (if needed) and provide another copy of the notice that was not received to the requester.
- **Did not receive card by mail:** The information collected will be used to verify and update the requester's mailing address (if needed) and verify that the requester is entitled to a card. If the card was returned as undeliverable, USCIS will send it to the requester's new address. If the card was not returned as undeliverable, USCIS will cancel the original card and provide a response with additional actions for the applicant.
- **Did not receive document by mail:** The information collected will be used to verify and update the requester's mailing address (if needed) and verify the requester is entitled to the document. If the document was returned as undeliverable, USCIS will send it to the requester's new address. If the document was not returned as undeliverable, USCIS will cancel the original document and provide a response with additional actions for the applicant.
- **Appointment Accommodations:** The information collected will be used to arrange and provide reasonable accommodations for qualified individuals with disabilities.
- **Typographical error:** The information collected will be used to confirm if there is a typographical error and the source of the error. The corrections USCIS can make vary based on the information collection.
 - *Account, case, and form information* - An e-Request Tool inquiry may not be needed to request a correction to an individual's account, case, or form information. If they have access, requesters may be able to use their online account to make a correction. Should they choose to submit an inquiry for a:
 - Specific form, with the exception of Form N-400, when the case is still pending and there is supporting documentation addressing the error in the requester's file or USCIS systems, then USCIS may

make the change without directing the requester to the e-Request Tool. If the supporting documents do not support the requested change, USCIS will respond to the inquiry requesting documentation.

- N-400 account, case, and form information – USCIS does not make biographical corrections outside of the naturalization interview. USCIS can only make changes to non-biographic information changes for Form N-400 when requested through an online account or using the e-Request tool. If an individual requests a change to the biographical information on a pending N-400, USCIS will upload a copy of the request to the case management system and notify the applicant that the correction may be made during their naturalization interview.
- *Document Information* - An e-Request Tool inquiry is not needed to request a correction to a document. Information about requesting a replacement document due to an error is available in the relevant information collection. The applicant can bypass the e-Request Tool inquiry step and follow the guidance available in form instructions and on the USCIS website, uscis.gov. Should they choose to submit an inquiry, once USCIS determines that a:
 - Correction to a document is needed due to USCIS error, the applicant is directed as follows, depending on the document type:
 - Travel Document based on an approved Form I-131, Application for Travel Document – Return the document with a letter containing correct information.
 - Form I-766, Employment Authorization Document (EAD) – Return the document with a letter containing correct information.
 - Form I-551, Permanent Resident Card (PRC) – File a Form I-90, Application to Replace Permanent Resident Card (Green Card), without fee, selecting option “D”, and return the document containing the error.
 - Naturalization Certificate and Certificate of Citizenship Certificate (NATZ or CITZ) – File a Form N-565, Application for Replacement Naturalization/Citizenship Document, without fee and select option “C”, and return the document containing the error.
 - USCIS may, on occasion, replace document due to our error without a letter or form, but the document with the error must be returned first.
 - Correction to a document is needed for an error that is not due to a USCIS error – the applicant is directed as follows, depending on the document type:
 - Travel Document—File a Form I-131, Application for

Travel Document, with fee, select the correct option for the type of travel document being requested and return the document containing the error.”.

- EAD – File a Form I-765, Application for Employment Authorization, with fee, select option “B” requesting a replacement, and return the document containing the error.
- LPR card – File a Form I-90, with fee, selecting option “E” for a change in biographic information, and return the document with the error.
- Certificate (NATZ or CITZ) – File a N-565, with fee, select the appropriate option in Part 2, and return the document with the error.

3. **Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.**

USCIS’s e-Request Tool is the online process through which applicants may communicate with the agency regarding delays on a pending case, lost, missing, or erroneous documents, or typographic errors associated with their case. The e-Request Tool is also used to request disability accommodations for an appointment or interview. The e-Request process is only available online, although applicants may obtain the same services by calling the USCIS Contact Center.

4. **Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.**

There is no other information collection that serves the purpose of collecting data in order to respond to inquiries regarding case delays, lost or missing documents, or typographic errors on a case. The e-Request Tool will also be the only information collection through which a disability accommodation request for an appointment can be made. USCIS is removing the disability accommodations instructions from other information collections because only a few USCIS forms involve an in-person visit to an office.

5. **If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize burden.**

There is no impact to small businesses or other small entities.

6. **Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.**

e-Request is the information collection through which applicants communicate with USCIS regarding a range of possible inquiries. Without this information collection, USCIS would not be able to respond efficiently to inquiries, as the data needed to identify the requester, determine the nature of their inquiry, and locate their case would not be readily available.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- **Requiring respondents to report information to the agency more often than quarterly;**
- **Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;**
- **Requiring respondents to submit more than an original and two copies of any document;**
- **Requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;**
- **In connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;**
- **Requiring the use of a statistical data classification that has not been reviewed and approved by OMB;**
- **That includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or**
- **Requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.**

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

8. If applicable, provide a copy and identify the data and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address

comments received on cost and hour burden.

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every 3 years - even if the collection of information activity is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

On January 29, 2026, USCIS published a 60-day notice in the Federal Register at 91 FR 3913. USCIS received two comments after publishing that notice. USCIS's responses to the public comments can be found in the following attachment shown in the Supplementary Documents: ***60-Day Public Comment Response Matrix***.

On September 4, 2026, USCIS published a 30-day notice in the Federal Register at 91 FR 56896. USCIS did not receive comments after publishing that notice.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

USCIS does not provide any payment for benefit sought.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation or agency policy.

USCIS provides assurance of confidentiality for protected classes of immigrants consistent with 8 C.F.R. § 208.6 and 8 U.S.C. § 1367. Additional assurances are derived from the Privacy Act of 1974, 5 U.S.C 552a and the E-Government Act of 2002.

This collection is covered under the following Privacy Impact Assessment:

- DHS/USCIS/PIA-019 and DHS/USCIS/PIA-019(b) Customer Relationship Interface System (CRIS), August 15, 2013.

The collection is covered under the following System of Records Notices:

- DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, September 18, 2017, 82 FR 43556; and
- DHS/USCIS-007 Benefits Information System, October 10, 2019, 84 FR 54622.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the

agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

There are no questions of a sensitive nature.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- **Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.**
- **If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.**
- **Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead, this cost should be included in Item 14.**

		A	B	C (=AxB)	D	E (=CxD)	F	(=ExF)
Type of Respondent	Form Name / Form Number	#. of Respondents	#. of Responses per Respondent	# of Responses	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate*	Total Annual Respondent Cost
Individuals or Households	e-Request Tool	569,519	1	569,519	0.30	170,856	\$48.97	\$8,366,804
Total				569,519		170,856		\$8,366,804

* The above Average Hourly Wage Rate is the [May 2025 Bureau of Labor Statistics](#) for All Occupations of \$33.54 times the wage rate benefit multiplier of 1.46 (to account for benefits provided) equaling \$48.97. The selection of "All Occupations" was chosen because respondents to this collection could be expected from any

occupation.

- 13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14).**
- The cost estimate should be split into two components: (a) a total capital and start-up cost component (annualized over its expected useful life); and (b) a total operation and maintenance and purchase of services component. The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers and software; monitoring, sampling, drilling and testing equipment; and record storage facilities.
 - If cost estimates are expected to vary widely, agencies should present ranges of cost burdens and explain the reasons for the variance. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. In developing cost burden estimates, agencies may consult with a sample of respondents (fewer than 10), utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection, as appropriate.
 - Generally, estimates should not include purchases of equipment or services, or portions thereof, made: (1) prior to October 1, 1995; (2) to achieve regulatory compliance with requirements not associated with the information collection; (3) for reasons other than to provide information or keep records for the government; or, (4) as part of customary and usual business or private practices.

USCIS estimates that respondents will not incur any out-of-pocket costs when responding to this collection of information.

- 14. Provide estimates of annualized cost to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 in a single table.**

The total estimated cost to the Federal government is **\$23,919,798**. This figure is calculated by multiplying the estimated number of annual respondents (569,519)

multiplied by USCIS time required to collect and process information (1 hour) multiplied by the suggested average hourly rate for clerical, officer, and supervisory time with benefits (\$42), which equals \$23,919,798.

15. Explain the reasons for any program changes or adjustments reporting in Items 13 or 14 of the OMB Form 83-I.

USCIS is requesting an extension of a currently approved collection. USCIS is reporting no change in the estimated annual hour burden and estimated annual cost burden to respondents for this collection of information.

16. For collections of information whose results will be published, outline plans for tabulation, and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

This information collection will not be published for statistical purposes.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

USCIS will display the expiration date for OMB approval of this information collection.

18. Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submission," of OMB 83-I.

USCIS does not request an exception to the certification of this information collection.

B. Collections of Information Employing Statistical Methods.

There is no statistical methodology involved with this collection.