

USCIS GENERAL CASE INQUIRIES

Always check www.uscis.gov for updates to this information

Step 1: Contact the National Customer Service Center (NCSC) at 1-800-375-5283. The NCSC can assist customers, community-based organizations and liaison groups with case related inquiries. Please note that the NCSC can only release information about a specific case to the actual applicant or petitioner or to his or her authorized representative. The NCSC may request written evidence that a requester has been properly authorized by the applicant or petitioner to be given information about his or her case before the NCSC will provide case specific information. Before calling the NCSC, please have available your receipt number, alien registration number, type of application filed and date filed. During your call, we recommend that you take note of the following information:

- The name and/or ID number of the NCSC representative
- The date and time of the call
- Any service request referral number, if a service referral on a pending case is taken

Step 2: If more than **15 days have passed** since you contacted the NCSC and the issue has not been resolved or explained, you can email the proper USCIS Service Center to check the status of your case.

- California Service Center: csc-ncsc-followup@dhs.gov
- Vermont Service Center: vsc.ncscfollowup@dhs.gov
- Nebraska Service Center: ncscfollowup.nsc@dhs.gov
- Texas Service Center: tsc.ncscfollowup@dhs.gov; or (refugee/asylee inquiries only) ASYLUM.TSC@uscis.dhs.gov

Please note: Emails should be sent to the Service Center that has jurisdiction over your case. The receipt notice will indicate EAC for the Vermont Service Center, SRC for the Texas Service Center, LIN for the Nebraska Service Center, and WAC for the California Service Center.

When contacting the Service Centers by email, you will need to provide the information outlined in Step 1. If the NCSC did not issue a service request after your call, please indicate the reason the NCSC representative did not issue the request, if you know it.

Step 3: In the event you do not receive a response **within 21 days** of contacting the appropriate Service Center, you may email the USCIS Headquarters Office of Service Center Operations by email at: SCOPSSCATA@dhs.gov. You will receive a response from this email address **within ten days**.

FORM I-730 CASE SPECIFIC INQUIRIES

In order to obtain the quickest response to your inquiry, it is helpful to know where your case is in the Form I-730 process – whether it is being adjudicated at a Service Center or has already been approved and transferred via the Department of State’s National Visa Center (NVC) to an overseas location for continued processing.

Service Centers

For case status information on an I-730 currently being processed at a Service Center, please use the Case Status function available at www.uscis.gov, or follow steps 1 – 3 above for general case inquiries.

Overseas Locations

If a Service Center has already issued an I-797 Approval Notice and the beneficiary is located overseas, you may contact the USCIS international office or U.S. Embassy responsible for the processing of the case. Please allow time for your case to ship overseas before contacting the USCIS or Consular office. Keep in mind that that office will contact the beneficiary to schedule an interview appointment after the case has been received.

USCIS International Offices:

- Type *International Offices* in the Search function on www.uscis.gov to obtain contact information for the 25 USCIS offices overseas.

Department of State:

- U.S. Embassies: Embassy-specific contact information is available at www.travel.state.gov, under How to Contact Us. Attorneys of record can direct inquiries by email to legalnet@state.gov. Petitioners may call Visa Services, Public Inquiries Division at (202) 663-1225.
- National Visa Center (NVC): For NVC case-specific inquiries, you may call 603-334-0700 or email NVCInquiry@state.gov.

Please note that a limited number of refugee follow-to-join cases are processed overseas with the assistance of a Department of State-funded Resettlement Support Center (RSC). The USCIS office or Consulate with jurisdiction over the beneficiary’s residence will be able to inform you if an RSC is assisting in the processing of such a case, and if necessary, how to contact that organization.