

Questions



...and Answers!

Q: My application is pending at an immigration office other than the CSC. Can the CSC help me?

A: No, we do not have information on cases pending in other offices. You should contact the National Customer Service Center (NCSC) for assistance.

Q: I recently moved and would like to update my address. What is the best way to update my address?

A: The best way to update your address information is to call the National Customer Service Center at 1-800-375-5283. You can also send a one-page letter, **properly signed**, to the appropriate fax number listed on the back of this flyer. You should NOT use your valuable time to visit the CSC or any other immigration office in person. In addition, you should submit a Form AR-11 (visit www.bcis.gov for the form and instructions)

Q: I mailed my application to the CSC a few months ago. How can I determine when it will be completed?

A: You can get information about a pending application by visiting our website or calling the NCSC. You do NOT need to come to the CSC or any other immigration office to get this information.

Q: I mailed a petition to the CSC last month but I have not received a receipt notice. What do I need to do?

A: You should send a one-page letter to the appropriate fax number listed on the back of this flyer (look for the form type you submitted and send your letter to the corresponding fax number.) Include a copy of your cancelled check or money order and a copy of the application or petition. (Do NOT submit copies of supporting documents.) Make sure you include a phone number where you can be reached during the day, an e-mail address or a return fax number.

Q: I need to travel outside of the United States immediately due to a family emergency. I filed my I-131, Advanced Parole Application at the CSC. When can I pick it up?

A: The CSC does not issue these documents on a walk-in basis. You should send a fax to the number listed on the back of this flyer and request **EXPEDITED** processing. An Immigration Officer will contact you to request more information. If you have an **extreme** emergency, you should contact your local Immigration Office for assistance.

Q: I recently became a U.S. citizen and I would like to "upgrade" pending I-130 visa petitions for my family. Do I need to come in-person to the CSC to do this?

A: No, you can upgrade pending petitions for family members very simply without coming to the CSC. Send a one-page letter to the appropriate fax number listed on the back of this flyer. If possible include all related receipt numbers (WAC numbers) and a copy of your signed Naturalization Certificate.

Q: What do I do if I receive my Employment Authorization Card and my name is misspelled?

A: Any time you receive a document from the CSC (Employment Authorization, Advanced Parole letter, Alien Registration Card, Notice of Action or any other document) and it contains errors, such as a misspelled name or incorrect birth date, you will need to send a fax to the appropriate number listed on the back of this flyer. If we determine the error was yours, you may be required to re-file the application or petition with the correct fee. If the error was ours, we will make any necessary corrections and no extra filing fee will be required.

Q: What if I don't have access to a fax machine?

A: Many office supply and photocopy centers have fax machines available to the public. You are strongly encouraged to fax inquiries; however, you can also mail inquiries to: CSC, PO Box 30111, Laguna Niguel, CA 92607-0111