

## Getting started...

- The California Service Center (CSC) can only assist you with cases pending at the CSC.
- The CSC does not accept walk-in inquiries. If you have a question about an application or petition that is pending in the CSC, your first step should be to visit our website. The website is [www.bcis.gov](http://www.bcis.gov).
- If your question is not resolved by visiting our website, your next step should be to call the National Customer Service Center (NCSC).
- If you still have questions after visiting our website and calling the NCSC, you may fax an inquiry to the CSC.
- Inquiries on cases pending in the CSC should be faxed to the appropriate fax numbers listed on the next page. Look for the kind of application or petition you submitted and send your inquiry to the corresponding fax number.
- If necessary, CSC employees may contact you to schedule an appointment to resolve your problem.
- Most often, a question can be answered by visiting our website or calling the NCSC. Most case inquiries do not require in-person service.

## Remember...

When making an inquiry include:

- Your name and date of birth as shown on the application or petition.
- Your receipt number (WAC number) and "A" number, if available.
- A phone number, e-mail, fax number or street address where you can be contacted for further information.



National Customer Service Center  
1-800-375-5283



Internet website: [www.bcis.gov](http://www.bcis.gov)

## Contacting the CSC...

If you have visited our website and called the NCSC and still have questions about a case pending in the California Service Center, follow these steps to make an inquiry:

**Step 1**--Send a one-page fax to the number below that corresponds to the form type you submitted:

949/389-3055 I-140 I-485 I-360 I-526 I-131  
949/389-3197 I-129 I-539 I-102  
949/389-3482 I-130 I-751 I-129F  
949/389-3484 I-765 I-821 I-817 N-400  
949/389-3483 *Legalization*  
949/389-3485 I-90 I-824 I-881 *Waivers*

**Step 2**--If you do not receive a response within 21 days, you may contact the CSC Customer Service Division for assistance. Please send a fax to the number that corresponds to the form type you submitted. Include the original fax you sent to the number above.

949/389-3486 I-140 I-485 I-360 I-526 I-131  
949/389-3402 I-129 I-539 I-102  
949/389-3219 I-130 I-751 I-129F  
949/389-3198 I-765 I-821 I-817 N-400  
949/389-3483 *Legalization*  
949/389-3690 I-90 I-824 I-881 *Waivers*  
949/389-8691 I-551 (*Green Card*) *Issues*



Bureau of Citizenship &  
Immigration Services

# Customer Service Information for the California Service Center (CSC)

**Laguna Niguel, CA**

Serving Arizona, California,  
Hawaii, Nevada and Guam