Office of Communications
U.S. Citizenship and Immigration Services

USCIS Update

August 25, 2009

CORRECTION OF I-90 DUPLICATE RECEIPT NUMBERS ISSUED AUGUST 10-19

From August 10-19, 2009, the USCIS Phoenix Lockbox sent 8,952 Forms I-797C, Notice of Action, to applicants who submitted Form I-90, Application to Replace Permanent Resident Card. Due to a processing error, these notices contained receipt numbers that had already been assigned to other, previously filed Forms I-90. The duplicate receipt numbers ranged from MSC0990000001 through MSC0990027317.

USCIS sent I-797Cs with corrected and unique receipt numbers along with a letter of explanation to each of the affected applicants on August 28th. Processing of the I-90 applications will not be affected.

If applicants do not receive a corrected notice by September 4, 2009, it is because there were no issues associated with the original I-90 receipt number provided to them.

Upon receipt of the second (corrected) notice, applicants should discard the first notice. They should keep the second (corrected) notice and the accompanying letter for their records. Applicants should use the corrected receipt number in all future correspondence with USCIS.

No further action is required on the part of applicants who initially received rejection notices and have subsequently re-submitted their corrected I-90 applications. All necessary corrections will be made at the USCIS Phoenix Lockbox.

Applicants who received a notice that their I-90 application was accepted but that processing of their application was suspended due to non-receipt of the biometric fee should send a copy of the second (corrected) notice with their biometric fee. No further action is required on the part of applicants who have already submitted their biometric fees. All necessary correction will be made at the Phoenix Lockbox.

Applicants may contact USCIS at lockboxsupport@dhs.gov if they have any questions or concerns about this matter.

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Questions and Answers

August 25, 2009

Correction of I-90 Duplicate Receipt Numbers Issued August 10-19

Background

From August 10 – 19, 2009, the USCIS Phoenix Lockbox sent 8,952 Forms I-797C, Notice of Action, to applicants who submitted Form I-90, Application to Replace Permanent Resident Card. These notices contained duplicate receipt numbers that had already been issued to other applicants. The duplicate receipt numbers ranged from MSC0990000001 through MSC0990027317. USCIS sent new Forms I-797C with corrected and unique receipt numbers along with a letter of explanation to all affected applicants on August 28th.

Questions and Answers

Q. Was my or the other party's personal identifiable information shared or otherwise compromised?

A. No. When an applicant enters a receipt number into the Case Status Online system, the only information that can be seen is receipt number, application type, and current status. Only information about the last transaction is available on the website and does not include the applicant's name.

Q. What if I need a stamp in my passport before I received the correct receipt number?

A. The correct receipt numbers will be sent to the USCIS case system the week of August 24, 2009. If you are requesting a passport stamp at a field office before the data is in the system, please contact lockboxsupport@dhs.gov.

Q. Does this affect or delay the processing of my Form I-90?

A. This will have little, if any, effect on the processing of your Form I-90.

Q. Does this impact my biometrics appointment at the Application Support Center?

A. There should be no effect on your biometrics appointment. USCIS will notify the Application Support Centers (ASC) of this issue and provide the ASCs with the corrected receipt numbers.

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