

USCIS National Customer Service Center Adds Saturday Hours

Beginning Jan. 12, 2013, U.S. Citizenship and Immigration Services (USCIS) National Customer Service Center (NCSC) will expand its live, toll-free telephone assistance service to include Saturday hours. Customer service representatives at our NCSC will now take calls Monday through Friday from 8 a.m. to 8 p.m., and Saturdays from 9 a.m. to 5 p.m., local time.

Customers will be able to call our toll-free number on Saturdays to receive nationwide assistance for immigration services and benefits offered by USCIS. Our customer service representatives can answer routine questions on a wide variety of topics related to immigration services and benefits, including ordering forms, processing times, and information on local offices and civil surgeons. For individuals seeking answers to more complex issues regarding their case, we recommend calling the NCSC Monday through Friday for access to Immigration Services Officers. Individuals calling the NCSC can access information through a menu of automated options 24 hours a day, 7 days a week.

Contact our national toll-free customer service line by dialing 1-800-375-5283.

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Plug-ins