



**U.S. Citizenship
and Immigration
Services**

June 10, 2021

Sharvari Dalal-Dheini
Director of Government Relations
The American Immigration Lawyers Association
1331 G Street NW, Suite 300
Washington, DC 20005

Dear Ms. Dalal-Dheini:

Thank you for your April 7, 2021 letter. I appreciate the recommendations that you provided to U.S. Citizenship and Immigration Services (USCIS).

The health and safety of our workforce and communities remains a top priority. Across all USCIS offices, including lockbox facilities, the agency has taken necessary measures to mitigate the spread of COVID-19 such as increased social distancing and frequent cleaning in accordance with the Centers for Disease Control and Prevention guidance. Some lockbox operations in locations that have been severely impacted by COVID-19 must adhere to stricter local guidelines. As a result of COVID-19 restrictions, an increase in filings, current postal service volume and other external factors, some customers may have experienced a delay in receiving a receipt or rejection notice after properly filing an application or petition.

USCIS has been actively working to address these issues and to mitigate the impact on stakeholders. After careful consideration, USCIS will offer limited time filing flexibilities to provide relief to certain applicants and petitioners impacted by delays at a USCIS lockbox. For detailed information regarding these flexibilities, please refer to the enclosure.¹

USCIS appreciates the other suggestions provided in your letter. In addition, USCIS and the U.S. Department of State continue to collaborate on the monthly Visa Bulletin, and work closely to maximize the use the available visa numbers to the extent possible.

¹ Please note that USCIS does not advise stakeholders to file duplicate benefit requests. USCIS will not systematically refund and return fees.

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Thank you again for your letter and interest in these important issues. Should you require any additional assistance, please contact the USCIS Public Engagement Division at public.engagement@uscis.dhs.gov.

Respectfully,

A handwritten signature in black ink that reads "Tracy L. Renaud". The signature is written in a cursive style with a large, stylized initial 'T'.

Tracy L. Renaud
Acting Director

Enclosure