

From: CIS Ombudsman <CIS.ombudsman@messages.dhs.gov>
Sent: Friday, July 30, 2021 3:27 PM
To:
Subject: Rescheduling USCIS Biometric Services Appointments

July 30, 2021



Homeland Security

Rescheduling USCIS Biometric Services Appointments

Dear Stakeholder,

On July 28, 2021, U.S. Citizenship and Immigration Services (USCIS) announced that it is closing the Biometrics Processing Unit (BPU) in Alexandria, VA and will no longer accept written requests previously processed by that office to reschedule biometric services appointments at Application Support Centers.

To reschedule a biometric services appointment, you must now call the USCIS Contact Center at 800-375-5283 (TTY 800-767-1833) before the date and time of your original appointment and establish good cause for rescheduling. If you fail to call before your scheduled appointment or fail to establish good cause, USCIS may not reschedule the appointment. If you fail to appear for your originally scheduled biometric services appointment and the appointment is not rescheduled, USCIS will consider the related application, petition, or request abandoned and may deny it.

Helpful Resources

[Outreach](#)

[Annual Report](#)

[Frequently Asked Questions](#)

[Immigration Resources](#)

[Contact the CIS Ombudsman](#)

More Information

Visit USCIS' [Preparing for Your Biometric Services Appointment](#) webpage for more information.

The CIS Ombudsman is dedicated to assisting individuals and employers seeking to resolve problems with USCIS whenever possible. For more information on our office, please visit our [website](#).

Please complete the [CIS Ombudsman Customer Satisfaction Survey](#). We appreciate your feedback.