

Request for Case Assistance

PLEASE READ THESE INSTRUCTIONS FIRST

Background

Congress established the Office of the Citizenship and Immigration Services Ombudsman (CIS Ombudsman) as an external Ombudsman to assist individuals and employers unable to resolve issues directly with U.S. Citizenship and Immigration Services (USCIS). The CIS Ombudsman is an independent office within the U.S. Department of Homeland Security (DHS), and not part of USCIS.

To receive assistance with an issue regarding an application or petition with USCIS, submit this form to the CIS Ombudsman using the instructions below.

Seek Help from USCIS First

The CIS Ombudsman asks customers to first attempt to address their problems directly with USCIS. DHS Form 7001 will ask you to describe the actions you have taken to resolve your problem with USCIS first. The CIS Ombudsman will allow exceptions to this requirement in very limited circumstances. Review our website (www.dhs.gov/topic/cis-ombudsman) for ways to seek help from USCIS **before** submitting a request for case assistance to the CIS Ombudsman. Once you have attempted to address your issue directly with USCIS and determined it is appropriate to request case assistance from the CIS Ombudsman, you may submit DHS Form 7001.

Please review the CIS Ombudsman website for current information on *when we can and cannot help*. For example, with few exceptions, the CIS Ombudsman *cannot* help if:

- Your case is **within posted processing times** (<https://egov.uscis.gov/processing-times>), unless there is a statutory or regulatory processing time requirement.
- There is no posted processing time for the form type, and you have not waited at least six months since filing.
- USCIS has denied an **expedite request** (www.uscis.gov/forms/filing-guidance/how-to-make-an-expedite-request).
- You are seeking legal advice.
- You are seeking assistance with an issue that does not involve USCIS.
- You are seeking to alter a decision by USCIS, unless the decision is based on a clear error.
- It has been less than 30 calendar days since your congressional representative made an inquiry to USCIS.

Who May Prepare and Submit a Request for Case Assistance?

- Applicants and petitioners, as well as attorneys and accredited representatives, may submit a request.
 - **Applicant** is the individual who signs and submits an application for an immigration benefit.
 - **Petitioner** is an employer or individual who files a petition on behalf of a non-U.S. citizen.
 - **Beneficiary** is the non-U.S. citizen for whom a petition is submitted by an individual or employer.
 - **Attorney** is an individual authorized to practice law and is a member of the bar in good standing.
 - **Accredited Representative** is a member of a qualified nonprofit religious, charitable, social service, or similar organization in accordance with 8 CFR part 1292.
- We cannot assist the **beneficiary** of a petition unless the petitioner's consent is provided. There are some circumstances where an **applicant** also needs a petitioner's consent, such as with concurrent filings of multiple applications/petitions where the underlying petition has not yet been approved. This is true for both USCIS and the CIS Ombudsman.
 - For example, if an underlying immigrant visa petition is not yet approved, the petitioner's consent is required to provide information about a concurrently filed immigrant visa petition with an application to adjust status.
- If you are a family member, congressional representative, or advocate, you must include written consent with a signature from the applicant or petitioner authorizing the CIS Ombudsman to communicate with you about the status of their case.
- If you are seeking our help with a T/U/VAWA related matter **without** the assistance of a legal representative, the CIS Ombudsman cannot communicate with you by phone or email. We will send correspondence only to the address listed in the USCIS database as required by law, even if you provide a different address on your DHS Form 7001.
- The CIS Ombudsman requires consent from each applicant and petitioner. If you are requesting case assistance for more than one family member or employee, please complete Section 11 below.

DEPARTMENT OF HOMELAND SECURITY
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Required Information/Documents

Please have the following information available to complete this form, if applicable:

- A-Number;
- USCIS receipt number(s) for each application or petition for which you seek our assistance;
- Correspondence with USCIS (e.g., Form I-797, Notice of Action);
- USCIS response(s) to inquiry; and
- Any other information or documentation that is important to the case.

Form G-28: If you are a legal representative, you must submit the Notice of Entry of Appearance (Form G-28) that you have already submitted to USCIS for the application/petition for which you seek our assistance.

For expedite requests: If you are requesting expedited assistance, you must submit documentary evidence of the urgency or hardship (e.g., medical records, financial documents, letter from employer, etc.) that demonstrates how the individual or employer will be unable to withstand the hardship. Please do not include private or personally identifiable information that is not relevant to assessing your request.

How to Submit This Form

Please submit your completed, signed, and dated DHS Form 7001, including supporting documentation, by one of the following methods:

- **Online:** Submit your request for case assistance online at: www.dhs.gov/topic/cis-ombudsman/forms/7001. If you are unable to upload all documents, you may submit documents by email to cisombudsman@hq.dhs.gov. **Please include the CIS Ombudsman request number received via email after submitting DHS Form 7001 online.**
- **Email:** Scan and email DHS Form 7001 and supporting documents to cisombudsman@hq.dhs.gov.

Only mail or fax document if you do not have computer access.

- **Fax:** (202) 357-0042
- **U.S. Mail:**
Office of the Citizenship and Immigration Service Ombudsman
Department of Homeland Security
Mailstop 0180
245 Murray Lane
Washington, D.C. 20528

What Happens After Submitting a Request?

- Online submissions will receive an automated confirmation email that includes a CIS Ombudsman request number in the subject line.
- If you submit a paper DHS Form 7001, you will receive a request number by email or mail after we input your information into our system.
- All requests for case assistance are reviewed to determine if it is appropriate for the CIS Ombudsman to inquire with USCIS. You will be notified if the CIS Ombudsman is unable to make an inquiry or provide assistance.
- We will contact you after our office receives a response from USCIS. There is no need to contact us unless your circumstances have changed. For example, email us if:
 - Your case is resolved by USCIS after you submit a request for case assistance (include your CIS Ombudsman request number); or
 - Your address changes. (Also inform USCIS at: <https://egov.uscis.gov/coa/displayCOAForm.do>).

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<p>1A. Actions Taken with USCIS for Resolution</p> <p>Check all that apply and provide the following information in the box, where applicable:</p> <ul style="list-style-type: none"> ○ The date and phone number used to call the USCIS Contact Center; ○ The response from USCIS; and ○ The service request or reference/confirmation number, or the representative's name or identification number, as well as the call date and phone number you called from. <p><i>Our office will not contact USCIS on your behalf unless you have indicated prior actions taken with USCIS.</i></p>	<ol style="list-style-type: none"> 1. Requested assistance from USCIS using its e-Request (https://egov.uscis.gov/e-request/Intro.do) or other online tools, e.g., to request an appointment or interview, correct typographic errors, inquire about delayed delivery of documents, notices or cards by mail, or if a case is beyond the published processing times (https://egov.uscis.gov/processing-times). 2. Emailed the lockbox: lockboxsupport@uscis.dhs.gov 3. Called the USCIS Contact Center at 1-800-375-5283. 4. Refugee Applicants: emailed USCIS at refugeeaffairsinquiries@uscis.dhs.gov from my registered email address to seek assistance. <p>Please describe the response(s) USCIS provided and attach all relevant correspondence:</p>												
<p>1B. Other Actions Taken</p> <p>Check all that apply and submit a copy of any response received.</p> <p><i>Our office may defer action until USCIS has ruled on your appeal/motion or has responded to the third party.</i></p>	<ol style="list-style-type: none"> 1. Contacted a U.S. government agency or congressional representative. <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">Date Contacted</td> <td style="width: 30%;">Response received:</td> <td style="width: 40%;"></td> </tr> <tr> <td><input style="width: 100%;" type="text"/></td> <td>Yes/attached</td> <td>No</td> </tr> </table> 2. Submitted an inquiry through a non-governmental organization or bar/trade association. <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">Response received:</td> <td style="width: 30%;">Yes/attached</td> <td style="width: 40%;">No</td> </tr> </table> 3. Filed an appeal or motion challenging a decision denying benefits. <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">Response received:</td> <td style="width: 30%;">Yes/attached</td> <td style="width: 40%;">No</td> </tr> </table> 	Date Contacted	Response received:		<input style="width: 100%;" type="text"/>	Yes/attached	No	Response received:	Yes/attached	No	Response received:	Yes/attached	No
Date Contacted	Response received:												
<input style="width: 100%;" type="text"/>	Yes/attached	No											
Response received:	Yes/attached	No											
Response received:	Yes/attached	No											
<p>2. Reason(s) for Requesting Case Assistance</p> <p>Check all that apply and provide a clear and concise explanation of the issue and how you would like the CIS Ombudsman to assist.</p>	<p>Case is past posted processing times.</p> <p>Case has no posted processing times, and my case has been pending for more than six months.</p> <p>Typographic error(s) on immigration documents.</p> <p>Beneficiary may "age-out" of eligibility for the requested immigration benefit.</p> <p>Application/petition was rejected by USCIS.</p> <p>Individual is in removal proceedings before an immigration court and awaits a decision on an application/petition pending before USCIS that may have a bearing on the outcome.</p> <p>USCIS action or decision is based on a clear error.</p> <p>Systemic issue(s) that should be subjected to higher level review.</p> <p>Lost files and/or file transfer issues.</p> <p>Mailing issues, including non-delivery of correspondence and/or immigration documents</p> <p>Emergency or hardship that falls under USCIS expedite criteria.</p>												

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<p>2. Reason(s) for Requesting Case Assistance (continued)</p>	<p>Case involves U.S. military personnel and their families. Priority-2 Direct Access Program.</p> <p>Other</p> <p>Provide a concise explanation of the issue and attach all relevant supporting documents:</p>		
<p>3. Applications or Petitions Filed</p> <p>List all USCIS application/petitions related to your issue. Check the box next to the USCIS receipt number for which you seek assistance.</p>	USCIS Form Number:	USCIS Receipt Date:	USCIS Receipt Number:
	USCIS Form Number:	USCIS Receipt Date:	USCIS Receipt Number:
	USCIS Form Number:	USCIS Receipt Date:	USCIS Receipt Number:
<p>4. Type of Benefit Sought</p> <p>Check the type of immigration benefit sought from USCIS.</p>	<p>Employment (examples: Forms I-129, I-140, and I-485 based on I-140)</p> <p>Family (examples: Forms I-130, I-751, and I-485 based on I-130)</p> <p>Humanitarian (examples: Forms I-360 (SIJ, SIV, VAWA), I-589, I-730, I-821D, and I-918)</p> <p>Citizenship/Naturalization</p> <p>Student (examples: Forms I-539 and related Forms I-765 OPT)</p> <p>Military (examples: Forms N-400, MAVNI, and PIP)</p> <p>Other (specify):</p>		
<p>5. Name of Applicant or Petitioner</p> <p>Identify the individual or employer encountering difficulties with USCIS. Please do not list the beneficiary, attorney, or accredited representative here.</p> <p><i>Complete Section 11 for each applicant family member seeking assistance.</i></p> <p><i>Complete Section 12 to provide beneficiary information.</i></p>	First Name	Middle Name	Last Name
	or		
	Employer Name:		
	[The employer is the company or organization that submitted the USCIS petition.]		
<p>6. Contact Information</p> <p>Provide information on the individual (applicant or petitioner) or employer encountering difficulties with USCIS.</p> <p><i>If the legal representative's contact information is provided in lieu of the individual or employer's contact information, Form G-28 must be submitted. See Section 10.</i></p> <p><i>NOTE: Keep your address up-to-date by contacting USCIS: https://egov.uscis.gov/coa/displayCOAForm.do</i></p>	<p>Street Address:</p> <p>Apartment/Suite:</p> <p>City: State/Province: <input style="width: 150px; height: 20px;" type="text"/></p> <p>Country: ZIP Code:</p> <p>Email Address:</p> <p>Phone Number:</p>		

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<p>7. Identification</p> <p>Please provide the A-Number, if applicable.</p> <p>NOTE: Most A-Numbers are 9 digits. If yours is 8 digits, please add a zero ("0") before the number.</p>	<p>Date of Birth: (mm/dd/yyyy)</p> <p>Country of Birth:</p> <p>Country of Citizenship:</p> <p>Alien Registration Number (A-Number)</p> <p>▶ A- <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/></p>
<p>8. Supporting Documentation</p> <p>Scan and email documents related to the issue for which you seek assistance.</p> <p><i>If you are requesting expedited processing, you must submit supporting documentation.</i></p> <p><i>Please label each document.</i></p>	<p>Form I-797, Notice of Action (e.g. Receipt Notice)</p> <p>Decision Notice</p> <p>Request for Evidence</p> <p>Notice of Intent to Deny</p> <p>Notice of Intent to Revoke</p> <p>Form G-28</p> <p>Correspondence with USCIS</p> <p>Mail confirmation tracking</p> <p>Privacy waiver/third party consent</p> <p>Handwritten or "wet" signature (required for unrepresented confidential cases)</p> <p>Other:</p> <p>See How to Submit This Form above.</p>
<p>9. Consent for Applicant/Petitioner</p> <p>A request must include proper consent, or it will be treated as an incomplete submission.</p> <p>For concurrently filed forms, please provide consent from both the applicant and petitioner.</p> <p>Important:</p> <p><i>If you are requesting case assistance for more than one applicant family member, please complete Section 11.</i></p> <p><i>If you are requesting case assistance on behalf of a beneficiary, please complete Section 12 below.</i></p> <p><i>If you are the beneficiary of an immigration petition, please see Section 12.</i></p>	<p>I certify, under penalty of perjury under the laws of the United States of America, that the foregoing is true and correct, and that I am the individual or employer encountering difficulties with USCIS and I understand that any falsification of this statement is punishable under the provisions of 18 U.S.C. Section 1001 by a fine of not more than \$10,000 or by imprisonment of not more than five years or both, and that requesting or obtaining any record(s) under the false pretenses is punishable under the provisions of 5 U.S.C. Section 552a (i)(3) by a fine of not more than \$5,000. Further, pursuant to 5 U.S.C. Section 522a(b), I authorize the Office of the Citizenship and Immigration Services Ombudsman to release any and all information relating to the individual or employer above mentioned to USCIS.</p> <p><input style="width: 350px; height: 25px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 25px; border: 1px solid black;" type="text"/></p> <p>Signature(s) Date (mm/dd/yyyy)</p> <p>Print name of applicant or petitioner</p> <p><input style="width: 100%; height: 25px; border: 1px solid black;" type="text"/></p> <p><i>If you are protected by 8 U.S.C. § 1367 confidentiality provisions, please submit your "wet" (handwritten, not electronic) signature. The CIS Ombudsman may communicate via email or telephone with legal representatives who have a properly completed Form G-28 already on file with USCIS. The CIS Ombudsman will only communicate with unrepresented individuals protected by these confidentiality provisions via postal mail to the address on file with USCIS. Your current address must be updated in USCIS systems because the CIS Ombudsman will only send mail to that address of record as properly updated.</i></p>

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10. Consent for Attorney or Accredited Representative	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; border-bottom: 1px solid black;">First Name:</td> <td style="width: 40%; border-bottom: 1px solid black;">Last Name</td> </tr> <tr> <td style="border-bottom: 1px solid black; height: 20px;"></td> <td style="border-bottom: 1px solid black; height: 20px;"></td> </tr> </table>	First Name:	Last Name		
First Name:	Last Name				
<p>Please complete this section if you are an attorney or an accredited representative.</p> <p>Form G-28: If you are a legal representative, you must submit the Notice of Entry of Appearance (Form G-28) that you already have submitted to USCIS for the application/petition for which you seek our assistance.</p>	<p>Name of law firm or organization:</p> <p>Street Address:</p> <p>Apartment/Suite:</p> <p>City: State/Province:</p> <p>ZIP Code: Country:</p> <p>Email Address:</p> <p>Work Number:</p> <p>Alternative Number:</p>				
	<p>I am an accredited representative of a religious, charitable, social service or similar organization established in the United States and recognized by the Board of Immigration Appeals pursuant to 8 CFR 292.1.</p>				
	<p>I have submitted a Form G-28 to USCIS as the attorney/ accredited representative regarding applications/petitions for which I seek assistance. A copy of my Form G-28 is attached.</p>				
	<p>Other (Explain fully):</p> 				
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 75%; border-bottom: 1px solid black; height: 20px;"></td> <td style="width: 25%; border-bottom: 1px solid black; height: 20px;"></td> </tr> <tr> <td style="border-top: 1px solid black;">Signature of Attorney/Representative</td> <td style="border-top: 1px solid black;">Date (mm/dd/yyyy)</td> </tr> </table>			Signature of Attorney/Representative	Date (mm/dd/yyyy)
Signature of Attorney/Representative	Date (mm/dd/yyyy)				

11. Consent for Family Member Applicants
<p>If you are requesting case assistance for more than one family member applicant experiencing the same issue selected in Section 2, have each person sign, and provide the information requested below. Submit additional family members on a separate piece of paper. If the family member applicant is experiencing a different issue, please submit a separate Form DHS 7001.</p> <p>I certify, under penalty of perjury under the laws of the United States of America, that the foregoing is true and correct, and that I am the individual encountering difficulties with USCIS and I understand that any falsification of this statement is punishable under the provisions of 18 U.S.C. Section 1001 by a fine of not more than \$10,000 or by imprisonment of not more than five years or both, and that requesting or obtaining any record(s) under the false pretenses is punishable under the provisions of 5 U.S.C. Section 552a (i)(3) by a fine of not more than \$5,000. Further, pursuant to 5 U.S.C. Section 522a(b), I authorize the Office of the Citizenship and Immigration Services Ombudsman to release any and all information relating to the individual or employer above mentioned to USCIS.</p>

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11. Consent for Family Member Applicants (continued)

For each additional applicant, please include:

Signature(s)

Date (mm/dd/yyyy)

Print Name:

Relationship to applicant listed in Section 5:

Phone Number:

Email Address:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

USCIS Receipt Number:

Country of Birth:

Country of Citizenship:

Address [only if not the same as Section 6]:

Street Address:

Apartment/Suite:

City:

State/Province:

ZIP Code:

Signature(s)

Date (mm/dd/yyyy)

Print Name:

Relationship to applicant listed in Section 5:

Phone Number:

Email Address:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

USCIS Receipt Number:

Country of Birth:

Country of Citizenship:

Address [only if not the same as Section 6]:

Street Address:

Apartment/Suite:

City:

State/Province:

ZIP Code:

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11. Consent for Family Member Applicants (continued)

Signature(s)

Date (mm/dd/yyyy)

Print Name:

Relationship to applicant listed in Section 5:

Phone Number:

Email Address:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

USCIS Receipt Number:

Country of Birth:

Country of Citizenship:

Address [only if not the same as Section 6]:

Street Address:

Apartment/Suite:

City:

State/Province:

ZIP Code:

12. Beneficiary Information for Employment-Based Petitions

If you are an employer who submitted a Form I-129 or Form I-140 referenced in Section 3 on behalf of a beneficiary, please provide the information requested below. If you submitted a petition that included multiple beneficiaries, such as for H-2A or H-2B visa classifications, provide beneficiary information for workers for whom you need assistance. Please include beneficiary information for all beneficiaries included in this petition. Submit additional beneficiaries on a separate piece of paper

Print Name:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:

Country of Citizenship:

Print Name:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:

Country of Citizenship:

Print Name:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:

Country of Citizenship:

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12. Beneficiary Information (continued)

Print Name:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:

Country of Citizenship:

Print Name:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:

Country of Citizenship:

Print Name:

Date of Birth: (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:

Country of Citizenship:

Privacy Act Statement

Authority: 6 U.S.C. Section 272 authorizes the collection of this information.

Purpose: The CIS Ombudsman will use the information provided to assist an individual or employer with the request for case assistance.

Routine Use: The information will be used by and disclosed to DHS personnel and contractors or other agents who need the information to assist in activities related to your case assistance request. DHS may also share the information provided in accordance with the routine uses listed in DHS/CISOMB-001 Case Assistance Analytics and Data Integration System of Records Notice, 86 FR 59408 November 26, 2021.

Disclosure: Furnishing this information is voluntary. However, failure to provide the requested information may delay or prevent the CIS Ombudsman from assisting with your case.

Paperwork Reduction Act Notice

The public reporting burden to complete this information collection is estimated at one hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the necessary data, and completing and reviewing the collected information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number 1601-0004 and expiration date 02/28/2022. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the CIS Ombudsman at the email or mailing address listed above.