



**Homeland
Security**

Requirements and Tips on Filing a Case Submission Request

Office of the Citizenship and Immigration Services Ombudsman

Before you file a Request for Case Assistance

- **First Try to Resolve the Issue Directly with USCIS.** Requests for Case Assistance may not be filed with the Ombudsman until you have first sought to resolve the matter directly with USCIS by:
 - Checking [My Case Status](#) Online; and then
 - Request assistance from USCIS using their [e-Request](#) tool;
 - Calling the National Customer Service Center at 1.800.375.5283; or
 - Making an [InfoPass](#) appointment at USCIS.
- **Cases Must be 60 Days Past Posted Processing Times.** A Request for Case Assistance for a long pending case matter may not be filed with the Ombudsman until the case is 60 days past USCIS's posted processing times for the relevant form and USCIS office. You can check USCIS processing times by clicking [here](#).
- **Expedited Processing.** If you are requesting "Expedited" processing, please clearly state so in Section 10 (Description) of the Form DHS-7001, and briefly describe the nature of the emergency or other basis for the expedite request. Please provide relevant documentation to support your expedite request. Expedite criteria may be found by clicking [here](#).
- **File One Request for Case Assistance.** Please do not send the same request by email, fax, regular mail, and courier. Multiple submissions will slow our review process. A separate Request for Case Assistance should be filed for each person or entity seeking an immigration benefit grant from USCIS. Family members proceeding on a common petition need only to submit one Request for Case Assistance.
- **Nuts and Bolts of Submitting a Request for Case Assistance:**
 - Section 1 and 2 (Name and Contact Information) of the online (and print version) of DHS-7001 Request for Case Assistance should be completed with information pertaining to the person or entity seeking an immigration benefit grant from USCIS. Please include a working phone number and email address. The email address you provide in Section 1 and 2 will be used as the primary contact for updates and may be the attorney or accredited representative's email address. If the individual seeking the benefit has an A-number, please provide that number.



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- Section 7 (Applications/Petitions Filed) must be completed by identifying the specific forms that are currently pending action with USCIS or are in question. Please include all receipt numbers and dates of filing. Deferred Action for Childhood Arrivals (DACA) filings should be listed as “other” and a reference to DACA should be clearly noted in Section 10 (Case Description).
- Section 10 (Case Description) must be completed with a brief statement of the problem or issue that requires attention.
- Section 11 (Prior Actions Taken) must be completed and evidence of all such efforts to first resolve the matter directly with USCIS should be uploaded (for example the National Customer Service Center service request “Reference Number”).
- Section 12 must be completed with all attorney information. Attorneys must upload a properly executed G-28 in all matters.
- If you have not received a document and you have previously filed a change of address request with USCIS, please upload evidence of that filing.
- If you are seeking assistance with a VAWA, T, U, or an Asylum and Refugees matter currently pending with USCIS, the person seeking the immigration benefit must upload a handwritten signature in Section 14 (Consent) of printed version of the Form DHS-7001.