

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

You must try to resolve your issue directly with USCIS first before filing DHS Form 7001. Go to www.dhs.gov/case-assistance for ways to seek help from USCIS. If you have tried to address your issue directly with USCIS and still need to request case assistance from the CIS Ombudsman, you may submit DHS Form 7001 and describe in the first section below what actions you have taken to resolve your issue with USCIS. The CIS Ombudsman will allow exceptions to this requirement only in very limited circumstances.

Please review the CIS Ombudsman web pages 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 published processing times <https://egov.uscis.gov/processing-times>, unless there is a statutory or regulatory processing time requirement.
- There is no published 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 change 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 applies 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.
- 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 multiple applications/petitions filed together 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 (e.g., Form I-130 or I-140) is not yet approved, the petitioner's consent is required to request information about the immigrant visa petition filed together with it (e.g., Form I-485, Application to Register Permanent Residence or 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.

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Required Information/Documents

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

- A-Number;
- USCIS form and 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:** If you are outside the United States and unable to access our online case assistance portal, email DHS Form 7001 and all supporting documents to cisombudsman@hq.dhs.gov.

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

- **Fax:** (202) 357-0042
- **U.S. Mail:**
Office of the Citizenship and Immigration Services Ombudsman
Department of Homeland Security
Mailstop 0180
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 CIS Ombudsman 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 help.
- 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 email or 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> <p>See the USCIS Contact Us web page (https://www.uscis.gov/about-us/contact-us) for additional information and addresses.</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 3. Called the USCIS Contact Center at 1-800-375-5283 4. For refugee applicants: Emailed USCIS from your registered email address to seek assistance 5. For T visa, U visa, or Violence Against Women Act (VAWA) benefits: Contacted the appropriate USCIS service center 6. Other <p>Please describe the response(s) USCIS provided and attach all relevant correspondence and/or screenshots.*</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 Date Contacted <input type="text"/> Response received: Yes/attached No 2. Contacted a U.S. congressional representative Date Contacted <input type="text"/> Response received: Yes/attached No 3. Submitted an inquiry through a non-governmental organization or bar/trade association Response received: Yes/attached No 4. Filed an appeal or motion challenging a USCIS decision denying benefits 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>Mailing issues, including non-delivery of correspondence and/or immigration documents</p> <p>Beneficiary may “age-out” of eligibility for the requested immigration benefit. (see Child Status Protection Act web page: https://www.uscis.gov/green-card/green-card-processes-and-procedures/child-status-protection-act-cspa)</p> <p>Certain cases involving U.S. military personnel and their families</p> <p>Applications or petitions that were improperly rejected by USCIS due to clear errors of fact or obvious misapplication of the relevant law by USCIS</p>

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<p>2. Reason(s) for Requesting Case Assistance (continued)</p>	<p>Typographic error(s) on immigration documents (https://egov.uscis.gov/e-request/Intro.do)</p> <p>You are in removal proceedings before the immigration court with a hearing scheduled within six months <u>and</u> have an application/petition pending before USCIS that could impact the outcome</p> <p>Lost files or file transfer issues</p> <p>Certain cases involving an emergency or a hardship that falls under USCIS expedite criteria (https://www.uscis.gov/forms/filing-guidance/how-to-make-an-expedite-request)</p> <p>Priority-2 Direct Access Program</p> <p>Systemic issues, trends, or patterns that should be given higher level review</p> <p>Case is at least 30 days past published processing times (e.g., at least 30 days past the receipt date for a case inquiry with USCIS)</p> <p>Case has no posted processing times, and your case has been pending for more than 6 months</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> <p>If you do not have a receipt number, please provide a USCIS form number and receipt date.</p>	<p>USCIS Form Number:*</p>	<p>USCIS Receipt Date:</p>	<p>USCIS Receipt Number:</p>
	<p>USCIS Form Number:</p>	<p>USCIS Receipt Date:</p>	<p>USCIS Receipt Number:</p>
	<p>USCIS Form Number:</p>	<p>USCIS Receipt Date:</p>	<p>USCIS Receipt Number:</p>
<p>4. Type of Benefit Sought</p> <p>Check the type of immigration benefit that you are seeking from USCIS. Select only one.</p>	<p>Employment (e.g., Forms I-129, I-140, and I-485 based on I-140)</p> <p>Family (e.g., Forms I-130, I-751, and I-485 based on I-130)</p> <p>Humanitarian (e.g., Forms I-360 (SIJ, SIV, VAWA), I-589, I-730, I-821D, and I-918)</p> <p>Citizenship/Naturalization</p> <p>Student (e.g., Form I-539 and related Form I-765 OPT)</p> <p>Military (e.g., Form N-400, MAVNI, and PIP)</p> <p>Other (specify):</p>		

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5. Name of Applicant or Petitioner	First Name*	Middle Name	Last Name*
Identify the individual or employer encountering difficulties with USCIS. Please do not list the beneficiary, attorney, or accredited representative here. <i>Complete Section 11 to provide beneficiary information.</i>			
	or		
	Employer Name:		
	[The employer is the company or organization that submitted the USCIS petition.]		
	If you have a family member who also needs assistance, please check this box and have them submit a separate DHS Form 7001. Send an email with all related request numbers to cisombudsman@hq.dhs.gov so we may link your cases together.		
6. Contact Information	Street Address:*		
Provide contact information for the individual (applicant/petitioner) or employer encountering difficulties with USCIS. <i>If you provide a legal representative's contact information instead of the individual or employer's contact information, you must submit Form G-28. See Section 10.</i> NOTE: Keep your address up to date by contacting USCIS: https://egov.uscis.gov/coa/displayCOAForm.do	Apartment/Suite:		
	City:*	State/Province: <input style="width: 100px;" type="text"/>	
	Country:*	ZIP Code:	
	Email Address:*		
	Phone Number:*		
	7. Identification	Date of Birth:* (mm/dd/yyyy)	
Please provide your A-Number, if applicable, to assist with the review of your request. NOTE: Most A-Numbers are 9 digits and follow the following format: A012-345-678. If yours is 8 digits, please add a zero ("0") before the first number. If USCIS did not assign an A-Number to you, leave this section blank. While this is not a required field, the information provided will assist with our review.	Country of Birth:*		
	Country of Citizenship:*		
	Alien Registration Number (A-Number)		
	▶ A- <input style="width: 100px;" type="text"/>		
8. Supporting Documentation	Form I-797, Notice of Action (e.g., Receipt Notice) Decision Notice Request for Evidence Rejection Notice for expedite request Notice of Intent to Deny Notice of Intent to Revoke Form G-28 Correspondence with USCIS Screenshot of your USCIS Online Tool request Mail confirmation tracking Privacy waiver Third-party consent (e.g., agent) Handwritten or "wet" signature (required for unrepresented confidential cases; see instructions in Section 9.)		
Scan and email documents related to the issue for which you seek assistance. If you are requesting expedited processing, you must submit supporting documentation. <i>Please label each document.</i>			

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8. Supporting Documentation (continued)	Beneficiary information for employment-based petitions Other: See How to Submit This Form above.
9. Consent for Applicant/Petitioner The applicant/petitioner must sign this section. If they do not, we will treat your request as incomplete.	<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 all information relating to the individual or employer above mentioned to USCIS.</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border: 1px solid black; width: 60%; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; width: 20%; height: 20px; margin-bottom: 5px;"></div> </div> <p>Signature* Date (mm/dd/yyyy)</p> <p>Full name of applicant or petitioner*</p> <div style="border: 1px solid black; width: 100%; height: 20px; margin-top: 5px;"></div> <p><i>If you are protected by statutory confidentiality provisions (e.g., Forms I-360, I-918, I-914, or related Forms I-485, I-765, I-589 and I-590), 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. If you do not have an attorney or accredited representative, we will communicate with you only via postal mail to the address on file with USCIS.</i></p>
10. Consent for Attorney or Accredited Representative	<div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> First Name:* Last Name* </div> <div style="display: flex; justify-content: space-between; border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <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>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>	

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<p>10. Consent for Attorney or Accredited Representative (continued)</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 Department of Justice's Executive Office of Immigration Review.</p> <p>I have submitted to USCIS a Form G-28 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 border="1" style="width: 100%;"> <tr> <td style="width: 75%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">Signature of Attorney/Representative</td> <td style="text-align: center;">Date (mm/dd/yyyy)</td> </tr> </table>			Signature of Attorney/Representative	Date (mm/dd/yyyy)
Signature of Attorney/Representative	Date (mm/dd/yyyy)				

11. 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, list only the workers for whom you need assistance.

Full Name:*

Date of Birth:* (mm/dd/yyyy)

Alien Registration Number (A-Number) ► **A-**

Country of Birth:*

Country of Citizenship:*

Full Name:*

Date of Birth:* (mm/dd/yyyy)

Alien Registration Number (A-Number) ► **A-**

Country of Birth:*

Country of Citizenship:*

Full Name:*

Date of Birth:* (mm/dd/yyyy)

Alien Registration Number (A-Number) ► **A-**

Country of Birth:*

Country of Citizenship:*

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11. Beneficiary Information (continued)

Full Name:*

Date of Birth:* (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:*

Country of Citizenship:*

Full Name:*

Date of Birth:* (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:*

Country of Citizenship:*

Full Name:*

Date of Birth:* (mm/dd/yyyy)

Alien Registration Number (A-Number) ▶ A-

Country of Birth:*

Country of Citizenship:*

12. How did you learn about the CIS Ombudsman's casework service?

Referred by USCIS DHS Website Search Engine Legal Representative Congressional Staff
Community-Based Organization Social Media Received a Stakeholder Message through GovDelivery
Friend/Other:

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, October 27, 2021.

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

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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 09/30/2025. 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.