

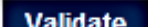


**Homeland
Security**

Case Assistance Form DHS-7001

The Office of the Citizenship and Immigration Services Ombudsman (Ombudsman) assists individuals and employers who are unable to resolve problems directly with U.S. Citizenship and Immigration Services (USCIS). To receive assistance with a problem regarding an application or petition with USCIS, you may electronically submit DHS Form 7001. Please note the Ombudsman is an independent office within U.S. Department of Homeland Security (DHS) and is not part of USCIS. The Ombudsman does not provide legal advice.

Instructions for completing and electronically submitting DHS Form 7001

The following instructions will assist in completing the form correctly. You will not be able to move onto the next appropriate section of the form without filling in all required information indicated by an asterisk (*) and pushing the validate  button for each section.

THIS FORM CANNOT BE SAVED.

While there is no time limit to complete this form, your session will timeout after 20 minutes of inactivity.

Upon completion of the Form DHS 7001, you will be able to preview your submissions and make any edits before final validation and submission.

Sections 1 and 2 – Name and Address

Indicate whether the USCIS petition or application was filed for either an individual or a Company/Organization. If you select “Individual,” sections 3, 4, and 5 will appear for more information. For attorneys/accredited representatives, please provide your client’s information in these sections. You will be able to indicate your representation and provide your contact information in sections 6 and 12.

Sections 3, 4, & 5 – Date of Birth, Country of Citizenship, A-Number

These sections will only appear for Individuals.

Date of Birth: Birth date of the person encountering difficulties with USCIS (Applicant/Beneficiary/Petitioner). Provide the month/day/year; for example: 07/14/1976

Country of Citizenship and Birth: Please provide both a country of birth and a country of citizenship.

A-Number: Use the following format: A123456789



Homeland
Security

Section 6 – Person Preparing This Form

Please check the appropriate box.

Beneficiaries will need to include written consent from the petitioner (e.g. I-130, I-140,).

Representatives of a Petitioner company or organization, please provide the title of the company/organization representative who is completing the form on its behalf, e.g. "Vice-President of Personnel."

For "Other" persons preparing the form, please specify how you are connected to the Applicant or Petitioner.

Sections 7 & 8 – Applications/Petitions Filed

List all applications and/or petitions pending with USCIS related to your request for assistance. Make sure to indicate the filing date of each and the corresponding USCIS receipt number.

Type of Immigration Benefit: Check all that apply

Sections 9 & 10 – Case Description

Reason for Inquiry: Check all that apply and provide a description of the case problem in section 10.

Section 11 – Prior Actions Taken to Remedy the Problem

Check all that apply. If the "Please Describe" area appears, provide: dates, locations, names, and any information you were provided by USCIS or Congressional offices. Attorneys/Accredited Representatives will need to fill in section 12. * **Please note that you must seek to resolve your problem by contacting USCIS before seeking assistance from the Ombudsman.**

Section 12 - Attorney/Accredited Representative

Complete this section if you are an attorney or accredited representative preparing this form on behalf of the person encountering difficulties with USCIS. You must include a copy of a signed Form G-28.

Section 13 – Supporting Documentation

Additional information related to your case such as paperwork you submitted to or received from USCIS, other information you feel is important to your case. **Any files greater than 5MB in size will be rejected. The total size for all files for each request cannot exceed 5MB. (65 pages in Adobe Acrobat = 5MB, 60 page JPG file = 5MB)**

Section 14 – Verification (Consent)

Consent is required before the Ombudsman can review and try to resolve your case matter. If you are the beneficiary, the petitioner must sign to give consent to the release of his or her information.



**Homeland
Security**

Legal Notices

Penalties for Submitting Incorrect Information

Whoever willfully and knowingly falsifies a material fact, makes a false statement or makes use of false documents will be fined up to \$10,000, imprisoned for up to five (5) years, or both. 18 U.S.C., Section 1001. Requesting or obtaining any record(s) under the false pretenses is punishable under the provisions of 5 U.S.C., Section 552(i)(3) by a fine or not more than \$5,000.

Authority for Collecting Information

The function of the Citizenship and Immigration Services Ombudsman is:

(1) to assist individuals and employers in resolving problems with the Bureau of Citizenship and Immigration Services; (2) to identify areas in which individuals and employers have problems in dealing with the Bureau of Citizenship and Immigration Services; and (3) to the extent possible to propose changes in the administrative practices of the Bureau of Citizenship and Immigration Services. Homeland Security Act of 2002 Section 452.

Privacy Act

All information submitted to the Citizenship and Immigration Services Ombudsman is collected and protected under the provisions of the Privacy Act. By submitting this information to the Citizenship and Immigration Services Ombudsman, you consent to our review of your information and allow us to contact USCIS on your behalf. Your consent allows the Citizenship and Immigration Services Ombudsman to resolve your case inquiry and identify systemic immigration issues.

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 collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the DHS Office of the Citizenship and Immigration Services Ombudsman, (Email: cisombudsman@hq.dhs.gov; Mailing Address: Citizenship and Immigration Services Ombudsman, U.S. Department of Homeland Security, Mail Stop 0180, Washington, D.C., 20528), Attn: PRA OMB 1601-0004.