

# Where Do I Go for Help?

There are many resources available to naturalization applicants. Some of these are:

**Customer Service.** If you need more information about the naturalization process and you live in the continental United States, you may call Customer Service at no charge **(1-800-375-5283)** for help. Not all services may be available to callers from all areas.

**Community-Based Organizations (CBOs).** In most communities, there are organizations that assist immigrants who want to become citizens. These organizations often offer classes to prepare immigrants for the English and civics requirements. They may also help immigrants complete their applications. CBOs may charge a fee or they may offer their services free of charge.

You may locate a CBO by contacting your local USCIS office. You may also look in the phone book under “Immigration and Naturalization” or “Immigration and Naturalization Consultants” or talk to other immigrants who have been naturalized.

**Adult Education Classes.** In many communities, there are adult education classes to help you learn English. Some classes can teach you English and U.S. civics and history at the same time. To find these classes, you can call your local community college or public school district office. Look in the blue pages of your phone book under “Schools - Public.” Some CBOs and public libraries also offer English classes.



*You should be certain that the organization or attorney you contact is reliable and has a good reputation. One way to be sure of the quality of a CBO is to ask them for references or if the Board of Immigration Appeals (BIA) accredits them.*

**USCIS Internet Site.** You can learn more about immigration and naturalization, download relevant forms, including Form N-400, and *A Guide to Naturalization*, and get other information, including educational materials to help you prepare for the English and civics tests, from the USCIS website at **www.uscis.gov**.

**Immigration Attorneys.** If you have questions about your eligibility for naturalization, you may want to talk to an immigration attorney. Attorneys are usually listed in the phone book under “Lawyers” or “Attorneys.” In many cases, the phone book also has a directory of attorneys by the type of law they practice. You may be able to find attorneys who assist immigrants by looking in the directory under “Immigration and Naturalization.”

**USCIS Information Counters.** If you have questions that have not been answered either by this *Guide* or by the other resources listed here, you may always go to the information counter at your local USCIS office. There you may speak directly to a USCIS representative. To make an appointment at your local USCIS office, visit our website at **www.uscis.gov** and click on InfoPass.

