Policy Alert

SUBJECT: Customer Service Options for Refugee/Asylee Relative Petition (Form I-730)

Purpose

U.S. Citizenship and Immigration Services (USCIS) is issuing policy guidance in the USCIS Policy Manual to clarify the customer service options available to petitioners of Refugee/Asylee Relative Petition (Form I-730).

Background

Federal regulations generally prohibit the disclosure to third parties of information contained in or pertaining to asylum applications, credible fear determinations, and reasonable fear determinations. As a matter of policy, the confidentiality protections in these regulations are extended to the Form I-730 petition. Therefore, USCIS personnel, including USCIS Contact Center personnel, must follow specific procedures to ensure confidentiality is maintained when a Form I-730 petitioner seeks assistance.

USCIS is updating guidance in the Policy Manual on USCIS Contact Center inquiries for Form I-730 petitions to clarify the available customer service options and explain that USCIS Contact Center personnel may respond to inquiries after identity and authorization verification is completed consistent with 8 CFR 208.6 confidentiality protections.

This guidance, contained in Volume 1 of the Policy Manual, is effective immediately. The guidance contained in the Policy Manual is controlling and supersedes any related prior guidance on the topic.

Policy Highlights

• Explains that USCIS Contact Center personnel may respond to inquiries regarding Form I-730 petitions after identity and authorization verification is completed. They may also direct benefit requestors seeking information about these petitions to access available online USCIS Tools and Resources, the Case Status Online tool (which may help the petitioner determine the current status of their pending petition), or the Form I-730 webpage, where appropriate.

Summary of Changes

Affected Section: Volume 1 > Part A > Chapter 7 > Section F > Subsection 3, USCIS Assistance

1 See 8 CFR 208.6, which is applied to refugees by policy.

To provide feedback on this update, email USCIS at policyfeedback@uscis.dhs.gov.

www.uscis.gov
Revises title of italicized subheading “USCIS Contact Center Status Inquiries for Form I-589, Form I-881, and Form I-730” and revises content.

Creates new italicized subheading “USCIS Contact Center Status Inquiries for Form I-730” with associated content.

Revises content under italicized subheading “Inquiries Regarding Subsequent Applications or Petitions Based on Underlying Form I-589, Form I-590, or Form I-730”.

Revises first paragraph under italicized subheading “General Inquiries”.

USCIS may also make other minor technical, stylistic, and conforming changes consistent with this update.

Citation

Volume 1: General Policies and Procedures, Part A, Public Services, Chapter 7, Privacy and Confidentiality [1 USCIS-PM A.7].