



December 18, 2024

PA-2024-33

## Policy Alert

SUBJECT: Case Assistance and Feedback

### Purpose

U.S. Citizenship and Immigration Services (USCIS) is updating policy guidance in the [USCIS Policy Manual](#) to align with current case assistance and feedback avenues.

### Background

Benefit requestors can generally use [USCIS Contact Center](#) resources, including [USCIS online tools](#), to manage their cases. Additionally, some programs and circumstances have their own process for assistance.<sup>1</sup> As USCIS has expanded and modernized its services in the past several years, USCIS is now updating its policy guidance to ensure it reflects the latest information.

Among other updates and clarifications, USCIS is updating its guidance regarding address discrepancies. Prior guidance provided that if an address in a service request differed from the address listed in USCIS information systems, USCIS would consider it to be an address change request, regardless of whether the service request was specifically for a change of address. However, because it was not clear if the noncitizen intended for the address to be used as a new mailing address, USCIS is updating its guidance to reflect that it does not update the requestor's address outside of a specific request to change it.

This guidance, contained in Volume 1 of the Policy Manual, is effective immediately and applies to requests pending or filed on or after the publication date. The guidance contained in the Policy Manual is controlling and supersedes any related prior guidance.

### Policy Highlights

- Updates information on USCIS case assistance tools and resources to reflect the expansion of online tools and resources.
- Updates information on changes of address, including providing information on the self-service change of address tool available through a USCIS online account and updating how USCIS resolves address discrepancies.

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<sup>1</sup> The [Contact Us](#) webpage provides information on specific case assistance options for certain populations.

- Updates information on scheduling in-person customer service appointments to align with the current scheduling tool and processes.
- Updates and clarifies information on providing feedback to USCIS.

### **Summary of Changes**

Affected Section: Volume 1 > Part A > Chapter 1, Purpose and Background

- In Section A (Purpose), revises the first two paragraphs.

Affected Section: Volume 1 > Part A > Chapter 2, Web-Based Information

- In Section A (Website), revises second bulleted list.

Affected Section: Volume 1 > Part A > Chapter 3, Types of Assistance

- Revises chapter throughout.

Affected Section: Volume 1 > Part A > Chapter 4, Service Request Management Tool

- Revises chapter throughout.

Affected Section: Volume 1 > Part A > Chapter 7 > Section D, Case-Specific Inquiries

- Revises Subsection 3 (Communication with Address on File) throughout.

Affected Section: Volume 1 > Part A > Chapter 9, Feedback, Complaints, Misconduct, and Discrimination

- Revises Section A (Feedback) throughout.
- In Section B (Complaints), retitles Subsection 1 (Ways of Submitting Complaints) to (Ways to Submit Complaints) and revises content under italicized subheading “Ask to Speak to Contact Center Supervisor.”

Affected Section: Volume 1 > Part A, Public Services

- Adds new Chapter 10 (Changes of Address).

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 [[1 USCIS-PM A](#)] (Chapters 1-4, 7, 9, and 10).