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# Press Release

## **USCIS EXPANDS CUSTOMER SERVICE INITIATIVE** *More Online Options Now Available to Check the Status of Applications*

WASHINGTON, D.C. – Today, U.S. Citizenship and Immigration Services (USCIS) announces the expansion of the Case Status Online system. This simple and customer friendly initiative now offers customers the ability to build a portfolio of up to 100 cases (application receipt numbers) and check those cases online at all times. This expansion will not only help individuals, it will also allow employers, immigration attorneys, and community based organizations to better monitor the status of cases for their employees or clients. Additionally, customers may also choose to have USCIS automatically send an e-mail informing them of any status change for a pending case. These services are offered in English and Spanish.

“This initiative further demonstrates USCIS’ commitment to improving customer service,” said Eduardo Aguirre, Director of USCIS. “Customers will have the option of accessing information about their cases in a quick, convenient, and secure way.”

Customers or authorized representatives (including family members, friends, attorneys, community based organizations, or employers) can access Case Status Online by establishing a user ID and password, and logging into a secure area online to create their portfolio cases. Since October 2002, numerous customers have avoided waiting in line at local offices by checking the status of their pending case online through the USCIS website, [www.uscis.gov](http://www.uscis.gov).

Customers can also check the status of their case by calling the USCIS National Customer Service Center at 1-800-375-5283.

Case Status Online is one of several USCIS web-based customer service initiatives. Last year, USCIS initiated Internet or E-Filing for certain immigration applications, including the renewal and replacement of “green cards” (Form I-90). USCIS plans to expand E-Filing to include other high volume forms. Customers can also make immigration appointments online by using InfoPass (in select areas). InfoPass offers customers an alternative to standing in line at local offices to meet with an Immigration Information Officer.

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On March 1, 2003, U.S. Citizenship and Immigration Services (USCIS) became one of three former INS components to join the U.S. Department of Homeland Security. USCIS is charged with fundamentally transforming and improving the delivery of immigration and citizenship services, while enhancing the integrity of our nation's security.