



U.S. Citizenship  
and Immigration  
Services

# Press Release

December 1, 2003

## **USCIS OFFERS NEW ON-LINE CUSTOMER SERVICE FEATURES**

Washington D.C. – Eduardo Aguirre, Director of U.S. Citizenship and Immigration Services (USCIS), today announced two new on-line customer service features: credit card payment options for electronically filed applications and the addition of processing date information to the existing case status service. Both features underscore USCIS’ commitment to providing world-class customer service and are part of an agency-wide modernization.

“We are leveraging the latest in technology for our customers. Today’s innovations allow us to maximize service options for electronic applications and do so in a secure environment with real time payment confirmation,” said Director Aguirre. “Customers also want to know information about when to expect a decision on an immigration benefit. It is sound business to inform on, and grant access to, case status from almost anywhere at any time, by way of the Internet,” he added.

The on-line case status service will provide an effective resource for customers seeking status and location information regarding a pending immigration benefits application. Now, using on-line case status, customers can obtain current application processing dates and information about when to call the National Customer Service Center (1-800 375-5283) for assistance with a case. Customers will also continue to get information on the last action (including requests for additional evidence), location and decision on pending applications by entering their receipt numbers into the on-line case status service.

E-filing was first introduced on May 29, 2003 and is one of the first accomplishments of modernization efforts. More than 56,000 applications, primarily those designed to enable applicants to renew or replace a “green card” (Form I-90) or to receive employment authorization (Form I-765), have been filed on the USCIS web site (USCIS.gov). Now customers have the option of paying their application fees on-line using credit cards issued by Visa, MasterCard, American Express or Discover. Debit cards associated with the accepted credit cards, and electronic funds transfer, are also on-line payment options.

Each month more than 3.2 million Internet users visit the USCIS web site. In FY 2003, USCIS received nearly 7.2 million immigration benefit applications –an average of about 600,000 per month.

On March 1, 2003, U.S Citizenship and Immigration Services became one of three legacy 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