

CSC Inquiry Procedure Information

How to Make a Request for the California Service Center

General Rule: Please check the USCIS on-line case status (www.uscis.gov) before submitting an inquiry to the National Customer Service Center.

STEP 1: Attempt to Resolve Issue with the NCSC

Attorneys must first try to resolve problems by calling the USCIS National Customer Service Center (NCSC) at 1-800-375-5283. Be sure to record the NCSC referral number, or agent name and time of call, if a referral number is not provided.

STEP 2: Send Follow-Up E-mail to NCSC

If 30 days have passed since you contacted the NCSC and the issue has not been resolved, you may send a follow-up e-mail to csc-ncsc-followup@dhs.gov. Be sure to include the NCSC referral number, or agent name and time of call. A response is usually issued within three working days. If you do not receive a response within 21 days of your e-mail, you may contact USCIS Service Center Operations by e-mailing SCOPSSCATA@dhs.gov.

If you are unable to resolve the issue through the NCSC 1-800 number then you should pursue the matter through the CSC-NCSC-followup e-mail account.

EB-5 Investor Inquiries

For I-526 and I-829 petitions pending past the posted processing times, initiate an inquiry by calling the NCSC, 1-800-375-5283, and note the call tracking information. If no response is received within 30 days, send a follow-up e-mail to: USCIS.ImmigrantInvestorProgram@dhs.gov.

Expedite Requests

Expedite requests must be initiated through the NCSC at 1-800-375-5283. Only the attorney of record or the individual applicant, if not represented, can initiate the process. Attorneys should review the criteria set forth in the legacy INS Memorandum, "Service Center Guidance for Expedited Requests on Petitions and Applications" (Nov. 30, 2001).

Cases Pending Security Checks

If you receive a response to your inquiry either through liaison or NCSC which indicates your case remains pending due to security checks, please do not submit another inquiry until 6 months have passed from the date of the response. Although there is nothing CSC can do about delays caused by security checks, it does have a system in place that rechecks all such pending cases on a regular basis to track which ones have cleared.

Premium Processing

For inquiries on cases filed under the premium processing procedures, contact the CSC directly by fax: (949) 389-3460, or e-mail: CSC-Premium.Processing@dhs.gov.

Premium Processing Refunds

For premium processing refunds, contact the CSC directly by fax: (949) 389-3460, or e-mail: CSC-Premium.Processing@dhs.gov. However, as case circumstances can vary, CSC is unable to advise when a refund will be issued. For example, if the case is held up due to security checks, CSC will need to complete all processing on the case, including adjudication, prior to issuing the refund.

Clear Service Error Refunds

While CSC is not aware of a formal mechanism for a refund of the I-290B fee in clear Service error cases, CSC does have the ability to do a Service Motion to Reopen sua sponte without fee. To alert CSC of a decision which is perceived as incorrect, contact the NCSC, which will route your inquiry to Division XII. CSC is obliged to respond to these inquiries within 15 days. While CSC encourages the use of the NCSC system to alert it to clear errors, it cannot guarantee that review can be completed within the timeframe for filing a formal motion or appeal.

I-130 Priority Date Retention Procedures

For family-based priority date retention cases, please follow the procedures set forth in the [CSC I-130 Priority Date Retention Request Procedures](#).