

From: U.S. Citizenship and Immigration Services <uscis@public.govdelivery.com>
Sent: Monday, February 25, 2019 2:03 PM
To:
Subject: New Online Tools Reduce Wait Times for Callers

The USCIS Contact Center is currently experiencing higher than normal wait times for callers to speak to a representative. While we work to resolve this, we encourage you to use our online tools.

Our self-service [applicant tools](#) could save you a phone call or a trip to one of our offices. These helpful resources include:

- The USCIS online account;
- Case Status Online;
- Change of Address; and
- Emma, our online virtual assistant.

If you have an inquiry that cannot be resolved through our self-help tools, you may call the [USCIS Contact Center](#) at 800-375-5283 (TTY 800-767-1833).

The USCIS Contact Center is changing its hours of operation to ensure that we have the maximum number of representatives available during the busiest times of day.

Representatives are available from 8 a.m. to 8 p.m. Eastern, Monday – Friday (excluding federal holidays).

If you are an attorney or accredited representative calling on behalf of multiple applicants, we ask that you limit your call to three inquiries. If you have more than three inquiries, we may ask you to call back to ensure we can help as many people as possible.

Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.



**U.S. Citizenship
and Immigration
Services**



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