

From: U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]
Sent: Thursday, February 20, 2014 11:04 AM
To:
Subject: USCIS Message: USCIS Introduces Enhanced Online Customer Service Tools

Dear Stakeholder,

U.S. Citizenship and Immigration Services (USCIS) is pleased to introduce a new, more streamlined look and feel to [e-Request](#), our online customer service inquiry tool. E-Request allows customers to submit a request to USCIS in the following instances:

- If a case has been pending longer than the posted processing times;
- If a customer did not receive a notice from USCIS, such as a biometrics appointment notice or an interview notice; or
- If there is a typographic error on a USCIS-issued card, notice or document.

Beginning Feb. 15, customers may also submit requests for disability accommodations through [e-Request](#). Additionally, USCIS customers using the online [Change of Address](#) tool are now able to print a copy of their completed Form AR-11, Change of Address.

If you are interested in learning more about e-Request and other online customer service resources, USCIS will host quarterly webinars for stakeholders in the coming months. For more information, check www.uscis.gov/outreach for updates, or sign up for [email notifications](#) on our public engagement events.

Kind Regards,
USCIS Public Engagement Division
