

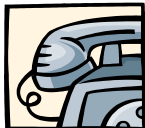
## Getting started...

- The Vermont Service Center (VSC) can only assist you with cases pending at the VSC.
- The VSC does not accept walk-in inquiries. If you have a question about an application or petition that is pending in the VSC, your first step should be to visit our website. The website is [www.bcis.gov](http://www.bcis.gov).
- If your question is not resolved by visiting our website, your next step should be to call the National Customer Service Center (NCSC).
- If NCSC cannot resolve your question, they will send a referral to the VSC. You will receive a written response from the VSC within 30 days.
- If necessary, VSC employees may contact you to schedule an appointment to resolve your problem. Most often, a question can be answered by visiting our website or calling the NCSC. Most case inquiries do not require in-person service.

## Remember...

When making an inquiry include:

- Your name and date of birth as shown on the application or petition.
- Your receipt number (EAC number) and "A" number, if available.
- A phone number, fax number or street address where you can be contacted for further information.



National Customer Service Center  
1-800-375-5283



Internet website: [www.uscis.gov](http://www.uscis.gov)

### Contacting the VSC...

The VSC will evaluate a request for expedite of a pending case if it falls into one of the following categories: Emergency, Extreme Financial Loss, Humanitarian, Service Error, National Interest. Expedite requests must include your receipt number (EAC number), your name, a return fax number and a complete explanation of the reason for needing expedited processing and any documentation supporting your request, i.e. medical emergencies must be accompanied by supporting medical documentation. A request to expedite a pending case at the VSC should be faxed to the appropriate fax number listed below. Any requests not providing a return fax number will be responded to by mail.

---

Fax number for expedite requests ONLY.  
(802) 527- 4816

Address written correspondence to:

Vermont Service Center  
75 Lower Welden St  
St. Albans VT 05479-0001



US Citizenship and Immigration  
Services

# Customer Service Information for the Vermont Service Center (VSC)

***St. Albans, VT***

Serving Connecticut, Delaware, District  
of Columbia, Maine, Maryland,  
Massachusetts, New Hampshire,  
New Jersey, New York, Pennsylvania,  
Puerto Rico, Rhode Island, Vermont,  
Virgin Islands, Virginia  
and West Virginia

## Questions...



## ...and Answers!

**Q: My application is pending at an immigration office other than the VSC. Can the VSC help me?**

*A: No, we do not have information on cases pending in other offices. You should contact the National Customer Service Center (NCSC) for assistance.*

**Q: I recently moved and would like to update my address. What is the best way to update my address?**

*A: The best way to update your address information is to call the National Customer Service Center at 1-800-375-5283. You can also send a one-page letter, **properly signed, with a complete original signature** to the address on the back of this flyer. You should NOT use your valuable time to visit the VSC or any other immigration office in person. In addition,*

*you should submit a Form AR-11 (visit [www.uscis.gov](http://www.uscis.gov) for the form and instructions)*

**Q: I mailed my application to the VSC a few months ago. How can I determine when it will be completed?**

*A: You can get information about a pending application by visiting our website or calling the NCSC. You do NOT need to come to the VSC or any other immigration office to get this information.*

**Q: I mailed a petition to the VSC last month but I have not received a receipt notice. What do I need to do?**

*A: First verify whether or not your check or money order was cashed. If the remittance was cashed, there will be an EAC# on the canceled document. You then should contact the NCSC at 1-800-375-5283. They will forward your information to the VSC as a referral.*

**Q: I need to travel outside of the United States immediately due to a family emergency. I filed my I-131, Advanced Parole Application at the VSC. When can I pick it up?**

*A: The VSC does not issue these documents on a walk-in basis. You should send a fax to the number listed on the back of this flyer and request EXPEDITED processing. A full explanation and supporting documentation should be submitted to support your request. If you include a Fed Ex account number or a valid credit card number your documents can be sent to you Federal Express.*

**Q: I recently became a U.S. citizen and I would like to “upgrade” pending I-130 visa petitions for my family. Do I need to come in-person to the VSC to do this?**

*A: No, you can upgrade pending petitions for family members very simply without coming to the VSC. Contact the NCSC and they will notify us of the change to your filing status.*

**Q: What do I do if I receive my Employment Authorization Card and my name is misspelled?**

*A: Any time you receive a document from the VSC (Employment Authorization, Advanced Parole letter, Alien Registration Card, Notice of Action or any other document) and it contains errors, such as a misspelled name or incorrect birth date, you can contact the NCSC and they will notify us with an error referral. If there is an emergent issue and there is a Service error, you can send a fax to the Expedite fax number listed on the back of this flyer. If we determine the error was yours, you may be required to re-file the application or petition with the correct fee. If the error was ours, we will make any necessary corrections and no extra filing fee will be required.*

**Q: What if I don't have access to a fax machine?**

*A: Many office supply and photocopy centers have fax machines available to the public at a nominal fee.*