

The following USCIS response was received as part of a collective response to several recommendations submitted by the CIS Ombudsman. The following response has been extracted from the original document received by the CIS Ombudsman for display and readability purposes.

USCIS Response to Ombudsman  
December 17, 2004

**Recommend the deletion of any reference within USCIS forms (“I” and “N” forms) that indicates a specific fee amount applies to an action, and replacing such language with the statement (or equivalent), “A fee is required to process this action. Information on the current fee for this action is available on the Internet at [www.uscis.gov](http://www.uscis.gov) and by telephone from the National Customer Service Center at 1 (800) 375-5283. If the correct fee is not included, the action will not be accepted by USCIS.”**

USCIS is evaluating the best way to achieve the goals of (1) informing the public of the fees for filings in connection with the forms to be filed; (2) efficiently updating filing fee amounts when they change; and (3) reducing confusion caused by discrepancies in information about filing fee amounts.

USCIS has taken several steps already to prevent discrepancies from happening. First, all forms are on the USCIS Internet site ([www.uscis.gov](http://www.uscis.gov)). USCIS had intended to update the filing fee amount shown on the form as soon as a fee increase was approved, but we have discovered that this has not occurred on all forms, and we are correcting that immediately. Second, on the web site we are adding to each PDF set that contains forms instructions a list of current filing fees for all forms. Third, the Forms Centers send out with any form sets they distribute a list of the current filing fees for all forms. Fourth, we are considering longer term plans to eliminate the use of bulk-printed forms sets in favor of more dynamically printing (commonly referred to as “just-in-time” printing) forms from electronic templates that are the most current version of the form.

Nevertheless, we recognize that customers may retain forms for significant periods of time before submitting them, and during that time a fee change or even a change to the form may occur. We are considering adding to appropriate portions of each form’s instructions a set of information that will alert customers to the possibility that a form, the instructions, or the fee may change and that reference to the web site or the Federal Register is advisable before submitting forms. We do not agree to the suggestion that customers call the National Customer Service Center for fee amounts, because we would incur contractual costs for providing this service and it would take our customer service representatives away from more pressing questions from our customers.