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# Press Release

## **USCIS IMPROVES CUSTOMER SERVICE BY EXPANDING ONLINE FILING OF IMMIGRATION BENEFITS**

WASHINGTON, D.C. – Today, U.S. Citizenship and Immigration Services (USCIS) within the Department of Homeland Security announced that it has expanded its electronic filing or E-Filing program. This simple and friendly to use system allows customers to go online to apply for certain immigration benefits. USCIS has added six of the most commonly used immigration applications online, totaling the available applications on the USCIS website to eight forms. Together, the eight forms account for more than 50% of the total volume of benefits applications USCIS receives annually.

“The Department of Homeland Security is committed to improving immigration services while strengthening national security to ensure that our country remains open to those who wish to pursue the American dream,” said Tom Ridge, Secretary of the Department of Homeland Security. “By expanding E-Filing, USCIS will be able to provide immigration information and process benefit applications in a more timely, accurate and efficient manner.”

Eduardo Aguirre, Director of USCIS said, “We want to make sure that our customers can enjoy the highest standards of service, while securing privacy and national security.”

The six new forms and petitions now available online include:

- Employment-based Petition for Non-immigrant Worker (Form I-129);
- Travel documents (Form I-131);
- Employment-based Petition for Immigrant Worker (Form I-140);
- Changing or extending Non-immigrant status (Form I-539);
- Temporary Protected Status (Form I-821); and
- Premium Processing (Form I-907).

When USCIS initiated E-Filing last year, it began with the application for Replacement of Permanent Resident Cards (“green cards”) (Form I-90) and for Employment Authorization Documents (Form I-765).

In addition to the new forms, USCIS has made or is making improvements in other areas to the E-Filing program. Customers who file online can establish an E-Filing “account” that includes a unique User ID and Password. Customers will be able to start completing a form, save it, and return to it later for completion at their convenience. Customers will also be able to pay application fees securely by using a credit card, debit card, or the electronic transfer of funds from a checking or savings account.

E-Filing is just one of several Internet-based services that USCIS customers can access. Customers can also visit [www.uscis.gov](http://www.uscis.gov) to check the status of a pending application; schedule a date and time to meet with an Immigration Officer using a new initiative called InfoPass; obtain immigration information; and download free forms.

-USCIS-

On March 1, 2003, U.S Citizenship and Immigration Services became one of three legacy INS components to join the U.S. Department of Homeland Security. USCIS is charged with fundamentally transforming and improving the delivery of immigration and citizenship services, while enhancing the integrity of our nation's security.