

Recommendation #15
Lockbox Contract

On May 9, 2005, the Ombudsman recommended to USCIS that we *correct apparent failures to perform by its agent (Department of the Treasury and its contractor, Bank One, Inc.) for its inability to timely issue receipts to petitioners and applicants.*

The failure that the Ombudsman referred to was actually a temporary surge in filings and the problem was quickly resolved. We further stated that we are working to ensure the impact of workload surges is minimized. These surges are common in immigration processes caused by commencement and/or termination of statutory benefit programs, or in this case, an extension of the TPS for certain categories of immigrants.

The Ombudsman did not have any follow-up to the USCIS response and we consider this recommendation closed.