



U.S. Citizenship  
and Immigration  
Services

## Interoffice Memorandum

To: Prakash Khatri  
USCIS Ombudsman

From: Dr. Emilio T. Gonzalez *Emilio T. Gonzalez*  
Director, USCIS

Date: September 8, 2006

Subject: Response to Recommendation #28, Online Change of Address

**The CIS Ombudsman recommends that USCIS proceed immediately with plans to supplement current change-of-address (Form AR-11) procedures with an online process. Such action will improve customer satisfaction and confidence with the process while improving USCIS efficiency and enhancing data accuracy.**

USCIS currently has under development a change-of address application that will allow USCIS customers to file a change of address application (Form AR-11) online. This application will be added to the current e-gov suite of services that is part of USCIS.gov. It is expected that this application will be completed and operational by the end of the calendar year. The customer will then have three alternatives to filing a change of address application with USCIS; online, via the National Customer Service Center, and by mail.

Please let me know if you have any questions or concerns.