



Questions and Answers

August 28, 2009

Correction of I-90 Duplicate Receipt Numbers Issued August 10-19

Background

From August 10 – 19, 2009, the USCIS Phoenix Lockbox sent 8,952 Forms I-797C, Notice of Action, to applicants who submitted Form I-90, Application to Replace Permanent Resident Card. These notices contained duplicate receipt numbers that had already been issued to other applicants. The duplicate receipt numbers ranged from MSC0990000001 through MSC0990027317. USCIS sent new Forms I-797C with corrected and unique receipt numbers along with a letter of explanation to all affected applicants on August 28th.

Questions and Answers

Q. Was my or the other party's personal identifiable information shared or otherwise compromised?

A. No. When an applicant enters a receipt number into the Case Status Online system, the only information that can be seen is receipt number, application type, and current status. Only information about the last transaction is available on the website and does not include the applicant's name.

Q. What if I need a stamp in my passport before I received the correct receipt number?

A. The correct receipt numbers will be sent to the USCIS case system the week of August 24, 2009. If you are requesting a passport stamp at a field office before the data is in the system, please contact lockboxsupport@dhs.gov.

Q. Does this affect or delay the processing of my Form I-90?

A. This will have little, if any, effect on the processing of your Form I-90.

Q. Does this impact my biometrics appointment at the Application Support Center?

A. There should be no effect on your biometrics appointment. USCIS will notify the Application Support Centers (ASC) of this issue and provide the ASCs with the corrected receipt numbers.