

*Q. Where will the new offices for the Bureau of Citizenship and Immigration Services offices be located? What about Application Support Centers and other INS offices?*

A. On March 1, BCIS will use the same locations and offices that were part of INS.

*Q. What will this change mean to me?*

A. As a customer of the BCIS, you will continue to access im-

migration services in the same fashion that you did prior to March 1.

*Q. How do I keep track of any future BCIS initiatives?*

A. As we introduce improvements, the easiest way to get information will be through our website or by calling our National Customer Service Center.

**BUREAU OF  
CITIZENSHIP AND  
IMMIGRATION  
SERVICES**

U.S. Department of Homeland Security



Visit us on our website at  
[www.immigration.gov](http://www.immigration.gov)

or call our National Customer Service Center  
**1-800-375-5283**

Telephone service for the hearing impaired:  
**1-800-767-1833**

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# Welcome!

to the  
**Bureau of  
Citizenship and  
Immigration  
Services**

U.S. DEPARTMENT OF HOMELAND SECURITY



**Working for America and You!**

As of March 1, 2003, the Immigration and Naturalization Service (INS) is part of the Department of Homeland Security (DHS). The Department's new Bureau of Citizenship and Immigration Services (BCIS) will handle immigration services and benefits, including citizenship, asylum, and refugee services.

Immigration enforcement functions will be under the Department's Border and Transportation Security Directorate.

While our name has changed, the way you apply for services and benefits, obtain forms, information and assistance will not change.

- You can continue to find us in the same places — local offices, Application Support Centers, Service Centers, and Asylum offices.
- You can continue to get forms and information from our website and our National Customer Service Center.
- Forms and documents issued by INS will still be valid and you do not need to replace them at this time.

Finally, our commitment to service, and to administering the immigration laws of the United States effectively and fairly, remains as strong as ever.

## FREQUENTLY ASKED QUESTIONS

***Q.** Where should I apply for immigration benefits after March 1, 2003?*

**A.** Continue to follow the instructions on our application forms. Applications mailed to INS will continue to be received and processed in the same way as before March 1. Checks made payable to INS or BCIS will be accepted.

***Q.** My application is pending with INS. On March 1st, will I have to reapply to BCIS?*

**A.** No. Your pending application(s) will be reviewed by BCIS. We will continue to notify you about key steps as we process your application.

***Q.** Can I still file forms with the INS seal on them?*

**A.** Yes. All official INS forms are still valid.

***Q.** My INS documents (green card, naturalization certificate, etc.) have an INS seal on them. Are they still valid, or will I have to replace them?*

**A.** Your INS-issued documents remain valid and will still be accepted as evidence of your status.

***Q.** How can I get information about the new Bureau of Citizenship and Immigration Services? Can I still download forms and use the INS Case Status Online service?*

**A.** You can still get information, download forms, and check on the status of applications filed at our service centers by visiting our website. You can continue to call our National Customer Service Center for information and help.