

From: U.S. Citizenship and Immigration Services [<mailto:uscis@public.govdelivery.com>]
Sent: Friday, September 23, 2016 4:28 PM
To:
Subject: USCIS Message: How to Inquire About your DACA Renewal Request

Dear Stakeholder,

We are aware that some DACA (Deferred Action for Childhood Arrivals) recipients may have submitted requests for renewals that have been pending longer than normal processing times. We make every effort to adjudicate cases within 120 days, whether they were filed timely or not. Timely filed cases are those that were submitted at least 120 days before the expiration of the current period of DACA and the employment authorization document.

There are several options available to inquire about DACA renewal requests:

If a case has been pending longer than 105 days, you may submit an inquiry to the USCIS Customer Contact Center at my.uscis.gov/account/needhelp or via your online account at my.uscis.gov/account/inbox.

The Customer Contact Center can also provide general information and help with setting up an online account even if your case has not been pending longer than 105 days.

You may also contact us at 1-800-375-5283 (TDD for deaf and hard of hearing: 1-800-767-1833), and USCIS customers can always check their case status through [Case Status Online](#).

As a general reminder, please note that factors that may affect the timely processing of your DACA renewal request include, but are not limited to:

- Failure to appear at an Application Support Center (ASC) for a scheduled biometrics appointment to obtain fingerprints and photographs. No-shows or rescheduling appointments will require additional processing time.
- Issues of national security, criminality or public safety discovered during the background check process that require further vetting.

- Issues of travel abroad that need additional evidence/clarification.
- Name/date of birth discrepancies that may require additional evidence/clarification.
- The renewal submission was incomplete or contained evidence that suggests a requestor may not satisfy the DACA renewal guidelines and USCIS must send a request for additional evidence or explanation.

Please also keep your address up to date to ensure that our materials are delivered to your current physical address. You can update your mailing address [online](#).

And, remember, the wrong help can hurt! To learn information on protecting yourself against immigration services scams, visit our Avoid Scams web page, at uscis.gov/avoidscams.

Kind regards,

U.S. Citizenship and Immigration Services

Please do not reply to this message. Contact us at Public.Engagement@uscis.dhs.gov with any questions.

To view a list of upcoming local and national engagements, please visit uscis.gov/outreach.