

**From:** U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]  
**Sent:** Tuesday, August 20, 2013 1:37 PM  
**To:**  
**Subject:** USCIS Stakeholder Message: Recent Telephone Scams

Dear Stakeholder,

In recent weeks, U.S. Citizenship and Immigration Services (USCIS) learned of a new telephone scam targeting USCIS applicants and petitioners. Scammers are using a technique called “Caller ID spoofing” to display a misleading or inaccurate phone number in a recipient’s Caller ID. The scammer poses as a USCIS official and requests personal information (such as Social Security number, passport number, or A-number), identifies supposed issues in the recipient’s immigration records, and asks for payment to correct these records.

If you receive a call like that, USCIS urges you to say “No, thank you” and hang up immediately.

USCIS **never** asks for any form of payment or personal information over the phone. **Do not** give payment or personal information over the phone to anyone who claims to be a USCIS official. In general, we encourage you to protect your personal information and not to provide details about your immigration application in any public area.

If you have been a victim of this telephone scam, please report it to the Federal Trade Commission at <https://www.ftccomplaintassistant.gov/>, or report it to an appropriate state authority. (Visit [www.uscis.gov/avoidscams](http://www.uscis.gov/avoidscams) for information on where to report scams in your state.)

If you have a question about your immigration record, please call the National Customer Service Center at 1-800-375-5283, or make an InfoPass appointment by visiting our website at <http://infopass.uscis.gov/>.

Kind Regards,  
Public Engagement Division  
US Citizenship and Immigration Services



**U.S. Citizenship  
and Immigration  
Services**

Please do not reply to this message. Contact us at [Public.Engagement@uscis.dhs.gov](mailto:Public.Engagement@uscis.dhs.gov) or [USCIS-IGAO outreach@uscis.dhs.gov](mailto:USCIS-IGAO outreach@uscis.dhs.gov) with any questions.

To learn more about the Public Engagement Division, visit us online at [uscis.gov/outreach](http://uscis.gov/outreach).

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