



Office of Communications  
U.S. Department of Homeland Security



U.S. Citizenship  
and Immigration  
Services

# NEWS RELEASE

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## **USCIS Introduces Change of Address Online Function to Web**

*Phase One Streamlines and Improves Services for More than a Million Customers a Year*

WASHINGTON – U.S. Citizenship and Immigration Services (USCIS) today launched a new web-based service allowing USCIS customers to submit change of address information online.

All non-citizens in the United States are legally required to keep USCIS informed of any change of address within 10 days of their move by completing an Alien Change of Address Card (Form AR-11). Individuals with a pending immigration case should also notify USCIS of any change of address. This will ensure that customers receive notices or decisions related to their case in a timely manner.

“Not only is this a terrific service for our customers, in the long run it is a great cost and time saver,” said USCIS Director Emilio Gonzalez. “USCIS is continuing to retool the agency to get as much efficiency from automation as possible.”

USCIS processes more than one million change of address requests each year. The new online service will reduce processing time and improve customer service by providing immediate confirmation that USCIS has received the updated address information. Overall, test users found the new online form convenient and simple to use.

This is the first phase of this online system. Phase two, which is projected to launch sometime in May, will include additional customer service features, including allowing applicants with a pending naturalization application to report their change of address online. Until then, those individuals should continue to contact USCIS by telephone at 1-800-375-5283 to report their change of address.

Before using the online change of address tool, users should have the following information available:

- USCIS receipt number (If you have a pending case with USCIS),
- New and old addresses,
- Names and biographical information for family members for whom you have filed a petition, and
- Date and location (port of entry) of your last entry into the United States.

USCIS will continue to accept change of address cards through the mail.

Change of Address online is available on the UCSIS web site at: <http://www.uscis.gov/AR-11>.

– USCIS –

On March 1, 2003, U.S. Citizenship and Immigration Services became one of three legacy INS components to join the U.S. Department of Homeland Security. USCIS is charged with fundamentally transforming and improving the delivery of immigration and citizenship services, while enhancing the integrity of our nation's security.