



U.S. Department of Homeland Security  
U.S. Citizenship and Immigration Services  
Vermont Service Center  
75 Lower Welden Street  
St. Albans, VT 05479-0001

## VSC Customer Service Avenues

### General Mailing Address

Vermont Service Center  
USCIS  
75 Lower Welden Street  
St. Albans, VT 05479-0001

### Premium Processing Mailing Address

VSC Premium Processing  
Vermont Service Center  
30 Houghton Street  
St. Albans, VT 05478-2399

### Telephone Numbers

#### **General Public - National Customer Service Center: (800) 375-5283**

This method can be used by the petitioner, applicant, or attorney on a case, for any issue/question about a petition/application from how or where to file, submitting a change of address, requesting expedited processing, identifying service error, or not receiving a document. When you call the NCSC, note the date you called, the name of the officer you spoke to, and the SRMT number assigned to your call (in case this information is needed for future inquiries.)

#### **VAWA Filings: (802) 527-4888**

Due to the sensitive nature of these filings, this is a voicemail system. We ask that when calling the VAWA phone line that you include your name, organization, phone number, EAC and A#, the name of the applicant/petitioner, and a brief statement concerning the nature of your inquiry. An attorney with a valid G-28 on record for a case that involves violence (I-360 battered spouse petitions, T or U Visas) may use this telephone number. The validity of your G-28 will be confirmed and the VAWA Unit will return your call. Calls from self-petitioners will not be returned because there is no way to verify who the actual caller is.

#### **Premium Processing Filings: (866) 315-5718**

If you are the petitioner or attorney of record and have filed a premium processing case, you may use this line for questions and information. Calls received from third parties will not be entertained.

#### **Congressional Offices: (802) 527-4972**

Congressional staffers may contact the VSC by calling the number listed above. The Congressional Unit can release information to congressional staffers who are representing their constituents. If the constituent is not the petitioner or applicant, a Privacy Release Form will be required and must be signed by the petitioner or applicant. Any inquiries that are received on behalf of the beneficiary or attorney of record, or are related to a VAWA application/petition, must be accompanied by this Privacy Release Form before information regarding the case may be released.



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## **E-Mail Accounts**

### **[Vsc.Ncscfollowup@dhs.gov](mailto:Vsc.Ncscfollowup@dhs.gov)**

Use this method to contact the VSC when you have called the National Customer Service Center (800-375-5283) and have not received a timely response or you still have questions pertaining to your case. You will need to reference the date and time of the call, the officer number you spoke to, and the SRMT # the officer gave you. This provides our office the information needed for review and proper response.

### **[VSC-Premium.Processing@dhs.gov](mailto:VSC-Premium.Processing@dhs.gov)**

If you are the petitioner or attorney of record and have filed a premium processing case, you may use this email address for questions and information. Emails received from third parties will not be entertained.

### **[VSC.Congressional@dhs.gov](mailto:VSC.Congressional@dhs.gov)**

Use this method if you are a congressional staffer and have inquires for constituents who are the applicants or petitioners on specific cases pending at the VSC.

### **[Vsc.schools@dhs.gov](mailto:Vsc.schools@dhs.gov)**

Use this method if you are a designated school official and have questions relating to filing a specific case for a student.

### **[HotlineFollowUpI360.Vsc@dhs.gov](mailto:HotlineFollowUpI360.Vsc@dhs.gov)**

Use this account if you have a G28 on file to inquire about an I-360 Battered Spouse Petition or relating cases.

### **[HotlineFollowUpI918I914.Vsc@dhs.gov](mailto:HotlineFollowUpI918I914.Vsc@dhs.gov)**

Use this account if you have a G28 on file to inquire on an I-918, I-914 or relating cases. Include the following in your email: your name, firm/organization name, phone number, EAC and A#, applicant/petitioner name and DOB, and a brief synopsis of your inquiry. If inquiring about an I-918A or I-914A, provide the principal's A# or EAC #. To better serve you, we ask that you do not call and send an email on the same case. We will make every attempt to answer your email within 72 hours. You must have a G28 on file to receive a response.

### **[lockboxsupport@dhs.gov](mailto:lockboxsupport@dhs.gov)**

Use this account if you are a petitioner/applicant/attorney of record and have questions about your petition/application that were mailed to the respective lockbox.