



U.S. Citizenship and Immigration Services

Avoid Payment Scams: USCIS Does Not Accept Fees By Phone or Email

Immigrants all over the country are being targeted in scams. Don't be one of the victims! Scammers may call or email you, pretending to be a government official. They will say that there is a problem with an application or additional information is required to continue the immigration process. They will then ask for personal and sensitive details, and demand payment to fix any problems.

Remember, USCIS officials **will never ask for payment** over the phone or in an email. If we need payment, we will mail a letter on official stationery requesting payment.

If you receive a scam email or phone call, report it to the Federal Trade Commission at <http://1.usa.gov/1suOHSS>. If you are not sure if it is a scam, forward the suspicious email to the USCIS Webmaster at uscis.webmaster@uscis.dhs.gov. USCIS will review the emails received and share with law enforcement agencies as appropriate.

Visit the Avoid Scams Initiative at www.uscis.gov/avoid-scams for more information on common scams and other important tips. If you have a question about your immigration record, call customer service at 800-375-5283 or make an InfoPass appointment at <http://infopass.uscis.gov>.

Last Reviewed/Updated: 08/24/2016