



USCIS Update

April 27, 2009

USCIS Revises Filing Instructions and Direct Mail Program for the Application to Replace Permanent Resident Card (Form I-90)

Applicants to File Supporting Documentation with Applications to Lockbox in Phoenix

WASHINGTON — U.S. Citizenship and Immigrations Services (USCIS) will publish a *Federal Register* notice tomorrow that will change filing location and filing instructions for the Application to Replace Permanent Resident Card (Form I-90). The revised filing instructions require applicants to submit supporting documentation with their applications. Prior to this change, applicants were instructed to bring their supporting documentation to their biometrics appointments. The notice also revises the Direct Mail address for the Form I-90. Applicants must now file their Form I-90 and supporting documentation with the USCIS Lockbox facility in Phoenix.

This change in filing location affects all I-90 applicants filing a paper form, including those applicants filing the I-90 because their previously issued card was never received or because their existing card has incorrect data due to a USCIS error. This notice does not affect applicants filing an I-90 electronically or whose place of residence is outside the United States.

Beginning on April 27, 2009, applicants must submit their Form I-90 and supporting documentation to the USCIS Lockbox facility in Phoenix for initial processing, using the following addresses:

USCIS
P.O. Box 21262
Phoenix, AZ 85036

For USPS Express Mail and Courier Service deliveries, use the following address:

USCIS
ATTN: I-90
1820 Skyharbor Circle S Floor 1
Phoenix, AZ 85034

The *Federal Register* notice and updated Form I-90 instructions can be found at the 'Related Links' section of this page. For information on electronically filing your Form I-90 please visit our website at www.uscis.gov.



Questions and Answers

April 27, 2009

USCIS Revises Direct Mail Program for the Application to Replace Permanent Resident Card (Form I-90)

Applicants to File Supporting Documentation with Applications to Lockbox in Phoenix

Background

U.S. Citizenship and Immigrations Services (USCIS) will publish a *Federal Register* notice tomorrow that will change filing location and filing instructions for the Application to Replace Permanent Resident Card ([Form I-90](#)). The revised filing instructions require applicants to submit supporting documentation with their applications. Prior to this change, applicants were instructed to bring their supporting documentation to their biometrics appointments. The notice also revises the Direct Mail address for the Form I-90. Applicants must now file their Form I-90 and supporting documentation with the USCIS Lockbox facility in Phoenix.

This change in filing location affects all I-90 applicants filing a paper form, including those applicants filing the I-90 because their previously issued card was never received or because their existing card has incorrect data due to a USCIS error. This notice does not affect applicants filing an I-90 electronically or whose place of residence is outside the United States.

Questions and Answers

Q. What changes have been made to the filing instructions?

A. Previously customers were asked to bring supporting documentation with them to their Application Support Center (ASC) or biometrics appointment. Applicants must now mail supporting documentation with their Form I-90 to the Lockbox in Phoenix.

Q. How will filing I-90 applications with a new lockbox impact customers?

A. Customers filing an I-90 application will experience little visible effect due to this change in filing location. USCIS customers previously filed Form I-90 with a lockbox facility in Los Angeles. The Los Angeles facility is closing and the filing location for the Form I-90 is changing to a USCIS lockbox facility in Phoenix. The Phoenix lockbox facility is operated by J.P. Morgan. The Department of Treasury selected JPMorgan to be the sole lockbox provider for USCIS immigration forms.

Q. Who will be responsible for adjudicating I-90 fee waiver requests for cases filed at the Lockbox?

A. USCIS staff at the Phoenix Lockbox facility will review applications received with fee waiver requests and will determine whether a fee waiver can be granted, based on the circumstances and evidence supplied by the applicant. Fee waivers will be adjudicated in accordance with established USCIS guidance based on the circumstances and evidence supplied by the applicant.

Q. What types of I-90 applications will be filed at the lockbox?

A. All paper-filed I-90 applications will be filed at the Phoenix Lockbox, including applications that are being filed because the card was issued but was never received (“b”) or because the card is incorrect due to an error by USCIS (“d”). This does not affect applicants filing an I-90 electronically.

Q. What happens if I mail my application to the wrong location?

A. Applicants should make every effort to mail their I-90 applications to the correct address. USCIS will forward your Form I-90 to the Phoenix Lockbox facility for the first 30 days after the *Federal Register* notice announcing the change in filing location is published. Any applications forwarded will be considered properly filed when received at the Phoenix Lockbox facility unless the application is rejected for other reasons.

After this 30 day transition period, any Form I-90 which is sent to a location other than the Phoenix Lockbox facility will be handled as follows:

- If an I-90 application is mailed through the US Postal Service (USPS) and is sent to the previous USCIS Los Angeles Lockbox address, the USPS will forward it to the Phoenix Lockbox. This forwarding period will last approximately 90 days.
- If an I-90 application is sent to the previous USCIS Los Angeles Lockbox address via a courier service such as FedEx or UPS, it will be returned to the sender by the respective courier service. Courier services will not forward a package to another address.
- If an I-90 application is filed at a USCIS Service Center, it will be rejected without prejudice and returned to the sender with a note explaining that the applicant must file the application at the correct filing location. The note will include the correct mailing address.

Q. What should I do if I already mailed in my application without the supporting documentation prior to this change?

A. If you have already mailed in your application without the supporting documents, USCIS will contact you through the mail with a Request for Evidence (RFE) Notice. The RFE will tell you where to mail your supporting documentation.

Q. Can the Form I-90 still be filed electronically?

A. Form I-90 can still be filed electronically. For information on electronic filing, please visit our website at www.uscis.gov.