



June 25, 2024

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Policy Alert

SUBJECT: Customer Service Options for Refugee/Asylee Relative Petition (Form I-730)

Purpose

U.S. Citizenship and Immigration Services (USCIS) is issuing policy guidance in the [USCIS Policy Manual](#) to clarify the customer service options available to petitioners of Refugee/Asylee Relative Petition ([Form I-730](#)).

Background

Federal regulations generally prohibit the disclosure to third parties of information contained in or pertaining to asylum applications, credible fear determinations, and reasonable fear determinations.¹ As a matter of policy, the confidentiality protections in these regulations are extended to the [Form I-730](#) petition. Therefore, USCIS personnel, including USCIS Contact Center personnel, must follow specific procedures to ensure confidentiality is maintained when a Form I-730 petitioner seeks assistance.

USCIS is updating guidance in the Policy Manual on USCIS Contact Center inquiries for Form I-730 petitions to clarify the available customer service options and explain that USCIS Contact Center personnel may respond to inquiries after identity and authorization verification is completed consistent with 8 CFR 208.6 confidentiality protections.

This guidance, contained in Volume 1 of the Policy Manual, is effective immediately. The guidance contained in the Policy Manual is controlling and supersedes any related prior guidance on the topic.

Policy Highlights

- Explains that USCIS Contact Center personnel may respond to inquiries regarding Form I-730 petitions after identity and authorization verification is completed. They may also direct benefit requestors seeking information about these petitions to access available online [USCIS Tools and Resources](#), the [Case Status Online](#) tool (which may help the petitioner determine the current status of their pending petition), or the [Form I-730](#) webpage, where appropriate.

Summary of Changes

Affected Section: Volume 1 > Part A > Chapter 7 > Section F > Subsection 3, USCIS Assistance

¹ See [8 CFR 208.6](#), which is applied to refugees by policy.

- Revises title of italicized subheading “USCIS Contact Center Status Inquiries for Form I-589, Form I-881, and Form I-730” and revises content.
- Creates new italicized subheading “USCIS Contact Center Status Inquiries for Form I-730” with associated content.
- Revises content under italicized subheading “Inquiries Regarding Subsequent Applications or Petitions Based on Underlying Form I-589, Form I-590, or Form I-730”.
- Revises first paragraph under italicized subheading “General Inquiries”.

USCIS may also make other minor technical, stylistic, and conforming changes consistent with this update.

Citation

Volume 1: General Policies and Procedures, Part A, Public Services, Chapter 7, Privacy and Confidentiality [[1 USCIS-PM A.7](#)].