



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

Customer Service Avenues for VAWA, T and U Related Filings

VAWA, T-and U- victim's petitions/applications receive special protections. Provisions for these protections are generally referred to as Section 384 which:

- Dictates what evidence is prohibited from use in making adverse determinations
- Outlines to whom information can be released and under what circumstances
- Provides penalties for violations of the rules

What does it mean?

- USCIS cannot release any information regarding cases protected by this section of law until the identity of the individual inquiring is verified and that person's eligibility to receive information is verified.
- This includes all inquiries, expedites, referrals, correspondence, etc.

What types of inquires and/or Correspondence does the VSC entertain?

- Address changes or other application/petition corrections
- Deferred Action and Prima facie Determination Extensions
- Supplemental material to support a petition and/or application
- Status inquires for Ts and Us (Case status inquires for I-360s, I-485s and I-765s can be done via the USCIS website at <https://egov.uscis.gov/cris/Dashboard.do>)

Who can contact the VSC to inquire about a case?

- Inquiries received on the VAWA hotline and email accounts, will be returned unless the inquirer is prohibited from receiving information regarding the specific case. Section 384 prohibits the disclosure of information to certain parties.
- In order to receive a return call or email, the individual must have a Notice of Entry of Appearance as Attorney or Representative (Form G-28) filed on the specific case or have legitimate law enforcement purpose as the foundation for the inquiry. Telephone calls and emails from self-petitioners or anyone who does not have a G-28 on file for the case will not be returned.

- Self-petitioners who do not have a representative should only contact the VSC in writing and be sure to sign their inquiry.

How can I contact the VSC to inquire about my case (these inquiries will be answered within 72 hours)?

- VAWA hotline (802-527-4888) is a phone mailbox where callers can leave detailed messages. You must have a G-28 on file to receive a call back.
- Inquiries can also be made by email accounts:
 - I-360— **HotlineFollowUpI360.vsc@dhs.gov**
 - I-918/I-914— **HotlineFollowUpI918I914.vsc@dhs.gov**

What are the criteria for expedite requests?

All expedite requests are reviewed on a case-by-case basis, and are granted at the discretion of the Director. The burden is on the applicant or petitioner to demonstrate that one or more of the expedite criteria have been met. The criteria are as follows:

- Severe financial loss to company or individual
- Extreme emergent situation
- Humanitarian situation
- Department of Defense or National Interest Situation (Note: Request must come from official United States Government entity and state that delay will be detrimental to our Government)
- USCIS error
- Compelling interest of USCIS

What if I am an attorney, advocate or stakeholder and would like to report an overarching issue, or ask a general filing question?

- The USCIS website should be used as the first avenue when general filing information is needed
- AILA attorneys should utilize the AILA liaison process
- Stakeholders and advocates can use the email accounts outlined above