

From: U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]
Sent: Wednesday, April 26, 2017 10:56 AM
To:
Subject: Scam Alert: DHS OIG Hotline Telephone Number Used in Scam to Obtain Personal Information

The U.S. Department of Homeland Security (DHS) Office of Inspector General (OIG) issued a fraud alert on April 19, 2017, to warn the public about a scam using the DHS OIG hotline telephone number. Scammers have identified themselves as “U.S. Immigration” employees and have altered their caller ID to seem like the call is coming from the DHS OIG hotline (1-800-323-8603). They then demand that the individual provide or verify personally identifiable information, often by telling individuals that they are victims of identity theft.

Read the [DHS OIG fraud alert](#) for more details.

If a Scammer Calls You

If you receive a call demanding personal information or payment, **hang up immediately**. If you want to verify whether a call is from USCIS, you may:

- * Call our National Customer Service Center at 800-375-5283 to ask if you need to do anything about your case or immigration status,
- * Make an InfoPass appointment at <http://infopass.uscis.gov>, or
- * Use [myUSCIS](#) to find up-to-date information about your application.

Remember, USCIS officials **will never threaten you or ask for payment over the phone or in an email**. If we need payment, we will mail a letter on official stationery requesting payment. Do not give payment over the phone to anyone who claims to be a USCIS official. In general, we encourage you to protect your personal information and not to provide details about your immigration application in any public area.

How to Report a Call from a Scammer

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.

Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.



**U.S. Citizenship
and Immigration
Services**



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