

Canadian News and Legal Update

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Immigration Inquiries for Canadians

Canadians who seek immigration status to work or live in the United States have a special inquiry option for information. U.S. Citizenship and Immigration Services ("USCIS"), an agency under the Department of Homeland Security, has established a general inquiry e-mail box for customers in Canada: Canada@dhs.gov. For customers in the United States, an 800 number is available through the USCIS National Customer Service Center: 1-800-375-5283. USCIS created the inquiry e-mail to provide better customer service for Canadians outside the United States.

Not all inquiries can be handled through Canada@dhs.gov. For Canadians, many immigration issues and matters are processed at the U.S.-Canada border through a separate Homeland Security agency, Customs and Border Protection ("CBP"). For example, petitions for intracompany transfers from a foreign company to a related U.S. entity, and Trade NAFTA ("TN") applications can be processed on a while-you-wait basis at U.S. ports of entry. Because CBP is a separate agency from USCIS, port of entry-related questions likely cannot be answered through Canada@dhs.gov. Similarly, NEXUS travel pass applications and questions for frequent border crossers are processed through CBP, not USCIS. Therefore, NEXUS-related answers are unavailable through the inquiry e-mail box. For investor visa questions, a separate inquiry e-mail box exists, USCIS.ImmigrantInvestorProgram@dhs.gov, for inquiries specific to the investor regional centers programs for green card applicants.

For assistance with preparing immigration-related petitions or applications, or for troubleshooting immigration issues and problems, Canadians should contact competent U.S. immigration counsel.

For more information, please contact the Canada Practice Group at Lane Powell:

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