



**Homeland
Security**

DHS Form 7001 Pre-Submission Checklist

To assist you in completing the form, please gather the following information prior to accessing the Online Submission Form.

The Ombudsman Case Assistance Online form cannot be saved. While there is no time limit to complete this form, your session will time out after 20 minutes of **inactivity**.

Section 5, Identification Information

- Alien (A) number. (). If more than one individual needs assistance, a separate online submission will be necessary for each individual.

Section 7, Applications/Petitions Filed

- All USCIS receipt numbers related to each application or petition for which the individual or company need assistance – the receipt number is located on the top left hand corner of the Notice of Action (Form I-797) received from USCIS.
- Filing date(s) for each application or petition.

Section 9, Reason for Inquiry

- A brief description of the difficulty the individual or employer is experiencing such as a naturalization or employment authorization application pending past processing times.

Section 11, Prior Actions Taken

- Prior actions taken to remedy the problem including:
 - Visiting USCIS Case Status Online – date of visit and status provided on the site
 - Contacting USCIS National Customer Service Center – dates of contact or SRMT numbers provided by the agent
 - InfoPass Appointment(s) - date(s) and locations of each appointment
 - Contacting a Congressional representative – date(s) and name(s) of the offices you contacted.

Section 12, Attorney/Accredited Representative Information

- Attorneys or representatives must provide a Form G-28 signed by the Petitioner and/or Applicant relevant to the filing(s) at issue.

Section 13, Supporting Documentation

- All relevant documents submitted to or received from USCIS will need to be uploaded. Any files greater than 5MB in size will be rejected (a 60 page PDF document equals approximately 5MB). In addition, the total size for all files for each request cannot exceed 5MB in size. If you are unable to upload documents, please email cisombudsman@hq.dhs.gov.

Section 14, Verification

- Consent of the individual or company Petitioner for any matters involving a Petition.
- A verification statement will need to be electronically signed by the individual Petitioner, Applicant, or an authorized attorney/representative.

For questions regarding submission of DHS Form 7001, please contact the Ombudsman at cisombudsman@hq.dhs.gov