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Non-Delivery of Card

Do you have a case with USCIS and you have not received a card that was mailed? When a benefit is granted or the replacement/renewal of a current card is approved, the card is generated and mailed. Unfortunately, sometimes the card is not received. You can create an inquiry with USCIS when you did not receive a card that was mailed.

NOTE: Do not submit a request if you have just recently been approved, allow approximately 120 days to receive your new card. You can check the status of your case using the My Case Status Tool. If Case Status Online indicates that the card was mailed, you should be provided with a United States Postal Service tracking number.

What you'll need

- Receipt Number
- A-Number (if applicable)
- Date when filed
- Application or Petition filed
- Item not received

Case Information

Form Number

Form Sub Type

Receipt Number ?

Date Filed (MM/DD/YYYY) ?

Applicant or Petitioner Information

First Name

Middle Name **(optional)**

Last Name

No First Name

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number **(optional)** ?

A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military

Mailing Address

In Care Of for Mailing **(optional)**

Street Number and Name

Apartment/Floor/Suite **(optional)**

Unit Number **(optional)**

City

State

Zip Code

Card Type

What card was not received? ?

Provide Last Action on Your Case ?

Would you like a confirmation sent?

Email Address(optional)

Filed By

This form is completed by the

My First Name

My Last Name

Firm or Organization Name

SUBMIT

Privacy Act Statement

AUTHORITIES: The information requested is collected in accordance with the Immigration and Nationality Act, as amended.

PURPOSE: The primary purpose for completing is to respond to your request for assistance with an immigration benefit application, petition, and document.

ROUTINE USES: The information provided may be used by and disclosed to DHS personnel and contractors or other agents who need the information to assist in activities related to your inquiry. The information will be shared in accordance with approved routine uses, as described in the associated published system of records notices, available at www.dhs.gov/privacy.

DISCLOSURE: Furnishing this information is voluntary. However, failure to provide the requested information may delay or prevent USCIS from responding to your inquiry. Please note that the system will record user information such as Internet Protocol Address and Web Browser type and version upon submission.

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[View all USCIS Customer Service Online Tools](#)

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Careers at USCIS

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White House.gov

US Department of State

USA.gov

SAVE

SAVE Case Check

U.S. Department of Homeland Security

US Customs & Border Protection

US Immigration & Customs Enforcement

Freedom of Information Act (FOIA)

No FEAR Act

Website Policies

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