



Citizenship Process: Frequently Asked Questions

What if...

...I am not receiving any mail?

First, call Project Citizenship to find out if we have received any notices. Please check the address on the copy of your application to see if it is filled out correctly. If you notice an error, then you must complete a change of address with USCIS and inform Project Citizenship.

You must complete both steps below:

- 1.** Mail in Form AR-11, OR complete a Change of Address Online (available at www.uscis.gov/ar-11).
- 2.** Change your address on any pending applications by calling 1-800-375-5283. Have your receipt number ready (begins with NBC* or IOE).

...I move?

Please let Project Citizenship know if your mailing address changes. If you move before your oath ceremony, you must change your address with USCIS. Please see the above two steps for instruction.

...my fee waiver is rejected?

You may still be eligible for a fee waiver!

If your fee waiver is rejected, your entire application will be returned in the mail. You may need to submit a new benefits letter, a copy of your taxes, or other documentation. If you receive your rejected fee waiver, please call Project Citizenship.



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What if...

...I need to travel?

Ask someone to check your mail while you are away so you can be aware of any notices that arrive. If you will be traveling at the time of a USCIS appointment, you must request to reschedule ahead of time by following the directions on the notice.

...I need to reschedule my appointment?

You must mail the notice and a letter with the reason for rescheduling. The USCIS address and customer service number is on your notice.

...I miss my appointment?

Please see above instructions. You may also call USCIS customer service at 1-800-375-5283 to explain why you were unable to make your appointment and request to reschedule. You must have your receipt number (begins with NBC* or IOE) available when you call. Please note that if you do not contact USCIS within 30 days following your missed appointment, your application will be closed.

...my green card expires?

If your permanent resident card (green card) expires, you may still apply, or be in the process of applying, for citizenship. You cannot travel with an expired green card. If you need a valid card for travel or employment purposes before you naturalize, you need to renew your green card.

...my friends or family members want to apply?

Project Citizenship welcomes the friends and family of our clients. Please give them our number and have them call us directly so we can determine their eligibility for citizenship.

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