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USCIS ANNOUNCES IMPROVEMENTS FOR
E-VERIFY TELEPHONE CUSTOMER ASSISTANCE

Strengthening the Employment Eligibility Document Review Process for
the Nation's Employers

WASHINGTON-U.S. Citizenship and Immigration Services (USCIS) today announced efforts to expand and improve contact services for customers to obtain important information and assistance on the E-Verify program.

Beginning today, E-Verify will expand the available hours for customers to reach program support by utilizing the USCIS National Customer Service Center (NCSC). Employers and others requesting information on E-Verify can contact the program through NCSC by calling the E-Verify program number at (888) 464-4218 from 8 a.m. until 5 p.m., Monday-Friday, regardless from which time zone the call originates.

By using a 'tiered' call handling process through the National Customer Service Center, USCIS is able to reduce wait times for customers. Routine calls will be handled by agents assigned at the NCSC, while more complex issues will be transferred directly to analysts assigned to the USCIS E-Verify program in Washington, D.C.

In the coming months, USCIS will offer additional access methods for E-Verify customers. In addition, USCIS will proactively call new E-Verify customers within 24-48 hours of registration to offer additional information and instructions.

E-Verify, formerly known as the Basic Pilot employment eligibility verification program, is a free Web-based system that allows participating employers to electronically verify the employment eligibility of newly-hired employees. The program electronically compares new employee information taken from the Employment Eligibility Verification Form (I-9) against more than 425 million records in the Social Security Administration's database and more than 60 million records in the Department of Homeland Security's immigration databases.

More than 43,000 employers are currently enrolled in the program - with an average of 1,000 joining each week. Details on the program are available on the E-Verify Web site at www.uscis.gov/e-verify.