

To Whom It May Concern:

Your Forms (I-90, and I-912) and Instructions for them are awful... confusing, contradictory and incomplete, even for someone who's first language is English, and who is well versed in other Government forms, like IRS/Taxes, etc., and in computer skills to E-File etc., Your support options are also difficult to get to!

In the interest of improvement for all applicants, I am documenting specific problems, with suggestions:

- 1) When I initiated "search" for immigration on computer, several sites were suggested, but the top listed ones were commercial "fee for service" (.com vs .gov) with official sounding names. I entered one of them, accidentally, thinking it was an official site, and had to enter payment info to proceed, so I did, and my account was immediately charged \$149. Realizing my error, I read the terms and conditions, and got a \$120 refund, (less the \$29.00 fee in the fine print terms.) **Basically, it was a rip-off, because your official website is not prominently displayed!**
- 2) I prefer to do things online, when possible, but when I finally reached your website, (after a couple of detours through Department of Homeland Security, etc) I chose to e-file (if possible, and downloaded forms and instructions, and did a partial application under a saved login ID/password,) As I reached the end of the application, I am presented with "fees" of \$485. We are low-income, so, I do a little more research, and discover I/we qualify for a fee waiver, so download the I-912 form and instructions. However, it appears that the I-912 has to be mailed to Phoenix (in my case), along with the I-90 and supporting documentation, in a mailed package. So, basically scratch the e-filing option, and start over with re-downloading the PDF applications for paper submissions! This was a total waste of my time and efforts because there was no links to fee-waiver possibilities on your I-90 forms.
- 3) Filling out these paper forms in Adobe proved to be difficult too. Most sites/forms have a [?] pop-up option about how to enter data, (ie format, numbers only, no spaces or punctuation, etc). None such on your web sites or forms, so back-track and re-enter **AGAIN!** Then you cannot save information entered in the I-912, so either print it or start all over.
- 4) Instructions are contradictory. Application Form says to skip questions, but instructions say to write "NONE" or N/A in all areas that you don't answer/ fill out. Correcting "to be mailed" forms after reviews, says to initial hand-written entries, and not use white-out, or highlighters.
- 5) Support was lousy. Called twice for simple questions on how to fill out the forms properly. (Insufficient help [?] pop-ups on web site, or in the instructions.) Couldn't figure out what the Admission code was, Told it was NP1 ! (after trying to enter "permanent resident" etc. and not being able to, because of expected format entries. Unsure how to fill out the city of residence when father applied for visa to emigrate. Called the number and the only way to get answered was to "escalate" call to a CSR Supervisor, who were both heavily accented persons as a non-native. I asked about documentation to submit and the answer was not very specific...just send a copy of taxes (which forms and schedules and supporting forms???) for 2010 and just send proof of identity (which???) and front and back of expired Alien Registration/Green Card. I'm sending more, (ie state Drivers License and Social Security) to hopefully avoid further delays and hassles.

- 6) Also Section 5 on I-912 was confusing on the form and instructions. Perhaps it should read, **"Other than yourself, how many other dependents in your household (for tax purposes) depend on the stated income?"** (see instructions)
- 7) Section 3 of I-912 (Basis for Request) says to check any that apply. In my case, I could check all three, but that requires more documentation. Perhaps instructions should read **"Do you qualify under 150% of Poverty Level?"** If YES, send latest Tax Return documentation and skip to next section. **If NO, Do you receive a Means Tested Benefit?** (see instructions). Instructions are not clear enough for State programs like Low-Income Property Tax Rebates, or Senior Energy Assistance programs, nor Patient Assistance programs from Drug Companies, if applicable. **If NO, to 1 and 2, Do you have another hardship?** (see instructions) Instructions should give more examples in a list, including items like fraud, foreclosure, capital losses, Net Operating Losses, Medical Expenses, Disaster Relief, loss of spouse, unemployment etc.
- 8) Still having problems on I-90 re: City of Residence at time of Emigration Visa. Instructions seem to say enter the consulate city. but that is not necessarily the city of residence, which could be a separate city, suburb or farther from the consulate where emigration visa was applied for. This needs to be clarified in the instructions or help sections.

There are a lot of unanswered questions not evident in the instructions. There is little help about how to enter data like numbers or dates formatting, which is evident in most commercial sites. Your estimate of 55 minutes to research and fill forms, fell way short of many more hours, and days (!) to accomplish my goal of renewing my status. I never received any courtesy or warning notification that card was expiring in 2005! Prior to that, Aliens had to report every January, on a mailed-out postcard! Yes, green card clearly states that it expires in 10 years, but it is just one of those documents you rarely need, or keep track of unless applying for a job or benefits. It would be helpful if USCIS would mail out appropriate reminders to renew, in future.

I found the whole experience of renewing my Alien Registration Card to be more difficult, frustrating and time-consuming than necessary, due to forms and instructions ambiguities. I am submitting the problems I encountered and some suggestions to make it easier for others, and for the next time I need to renew. *(By the way, I am wondering when that might be...10 years from original expiration in 2005, or 10 years from the current year of application/renewal?)*

If you have other questions or explanations, you may contact me by email at hitabandita@att.net

Thanks, and hope it helps! LMC

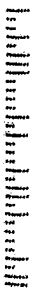
PS. 5-line address ???
Well, maybe you see the problems,
to hopefully resolve

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US Citizenship & Immigration S
Regulatory Products Division
110 Massachusetts Avenue NE
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