

## **Government Agency Contact Information**

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The following list contains contact information for many of the government agencies advisors may need to reach for advice. Please note that unless designated as a customer service number, these numbers are for advisor use only and not for distribution to students:

### **Service Centers:**

California (I-539 filing): [csc.schools@dhs.gov](mailto:csc.schools@dhs.gov) or Fax: 949-389-8689

Nebraska (I-765 filing): [NSC.Schools@dhs.gov](mailto:NSC.Schools@dhs.gov) or Fax: 402-219-6353

Please contact your Regulatory Ombudsperson if you have questions about expedited handling of a case.

### **SEVP / SEVIS:**

For regulatory questions: [sevis.source@dhs.gov](mailto:sevis.source@dhs.gov)

For SEVIS Technical Questions: [Toolbox.Sevis@dhs.gov](mailto:Toolbox.Sevis@dhs.gov), tel: 1-800-892-4829

For School Certification Questions: [schoolcert.SEVIS@dhs.gov](mailto:schoolcert.SEVIS@dhs.gov), tel: (703) 603-3591, fax (703) 603-3598

For SEVP Policy Questions, SEVP Response Center (SRC): call 1-703-603-3400

For I-901 SEVIS Fee Questions: [fmjfee.sevis@dhs.gov](mailto:fmjfee.sevis@dhs.gov)

### **CBP / POE:**

For General CBP Inquiries, Customer Service: call 1-877-CBP-5511

For Portland International Airport, CBP Inquiries: Doug Glover, 503-326-3409

For SeaTac Airport, CBP Inquiries: Officer Johnson, 206- 553-0667

For I-515A Issues/Applications: [SEVIS.I-515@dhs.gov](mailto:SEVIS.I-515@dhs.gov)

### **DOS**

For specific Visa Cases, Public Inquiry: [usvisa@state.gov](mailto:usvisa@state.gov) or call 202-663-1225

For F/M/J Visa Inquiries: [fmjvisas@state.gov](mailto:fmjvisas@state.gov)

For J Visa Inquiries: [jvisas@state.gov](mailto:jvisas@state.gov) or call 202.203.5029

### **SSA and Employment Issues**

For SAVE Database Issues: [SAVE.Help@dhs.gov](mailto:SAVE.Help@dhs.gov) or call 1-800-741-5023

For SAVE Database Issues specific to SEVIS: [SEVIS.Source@dhs.gov](mailto:SEVIS.Source@dhs.gov)

For iCERT computer system: [OFLC.Portal@dol.gov](mailto:OFLC.Portal@dol.gov).

For urgent iCERT system issues, contact the following individuals:

Mr. John Beverly, Administrator, [Beverly.john@dol.gov](mailto:Beverly.john@dol.gov) or call 202-693-3502

Mr. David Wilson, Division of Application Development, [Wilson.david@dol.gov](mailto:Wilson.david@dol.gov) or call 202-693-3493

For LCA questions, [LCA.Chicago@dol.gov](mailto:LCA.Chicago@dol.gov). The subject line of your e-mail should include the iCERT LCA case number and whether the enquiry is a general LCA question, case status inquiry, or LCA account question/issue. The body of your e-mail should include LCA case number, your contact information, and your specific question.