



RECORDS: FAST FACTS FOR BENEFIT APPLICANTS



U.S. Citizenship
and Immigration
Services

SAVE is an online service provided by U.S. Citizenship and Immigration Services (USCIS), an agency within the Department of Homeland Security (DHS). Registered government agencies use SAVE to verify U.S. citizenship and immigration status as part of determining the eligibility of applicants for public benefits and licenses. SAVE verifies information submitted by registered agencies against SAVE-accessed government databases as an important tool to help ensure public benefits and licenses are only issued to individuals legally eligible to receive them. To learn more, visit uscis.gov/save.

What is the purpose of this fact sheet?

This fact sheet provides information for benefit applicants on how to update, correct, or replace documents issued by DHS and other government agencies that can be used to verify your information with SAVE.

What is needed to verify my immigration status or U.S. citizenship?

An agency that uses SAVE needs your first name, last name, date of birth, and an identifier. Identifiers used by SAVE include: Alien Number (A#)/USCIS Number, Form I-94 Arrival/Departure Record Number (I-94#), Student and Exchange Visitor Information System Identifier (SEVIS ID), Naturalization/Citizenship Certificate Number, Card Number, I-797 Receipt Number, Visa Number, and Social Security number. **Provide your most recently issued immigration document to ensure fast and accurate results.**

Why would my information or document need to be updated or corrected?

If there are changes to your personal information, like a name change, or there is an error in your previously submitted information, you may need to update or correct your information and/or document(s).

What happens if my information is incorrect?

If your information is not correct, you may be denied a benefit or license. If you are denied a benefit based on a SAVE response, the agency must give you information about their appeal process and allow you to contact the Federal government to correct your information prior to a final decision.

Where do I go to correct or update my records or documents?

You must contact the agency that issued your document or maintains the record. In some cases, you may need to file a Freedom of Information Act (FOIA) request to review your immigration record for potential errors. **SAVE does not maintain your records, and cannot issue, correct, renew, or replace your records or documents.**

U.S. Citizenship and Immigration Services (USCIS)

Visit the USCIS website for information about [Immigration Documents and How to Update, Correct, or Replace Them](#).

For document specific instructions please see the following:

- Naturalization or Citizenship Certificate, visit uscis.gov/N-565.
- Permanent Resident Card (Form I-551), visit uscis.gov/I-90.
- Employment Authorization Document (Form I-766), visit uscis.gov/I-765.
- Travel Document, visit the [Travel Documents](#) page and uscis.gov/I-131.
- Arrival/Departure Record (Form I-94), visit uscis.gov/I-102 for information on obtaining certain arrival/departure records from USCIS if you are unable to obtain your Form I-94 from the [CBP I-94 website](#).

To request a copy of your immigration record or submit a request for a record amendment or correction, visit the USCIS website [Request Records through the Freedom of Information Act or Privacy Act](#). To correct typographic errors in your USCIS record or document, visit egov.uscis.gov/e-request/. For more information, visit uscis.gov/contactcenter or call 800-375-5283 (TTY 800-767-1833, VRS 877-709-5797).

U.S. Customs and Border Protection (CBP)

Visit CBP's I-94 Website at i94.cbp.dhs.gov/home if you need to obtain your Form I-94, Arrival/Departure Record. For more information on how to correct Form I-94 errors made at the time of entry, visit cbp.gov/document/guidance/deferred-inspection-sites. For more information on Form I-94, visit cbp.gov/travel/international-visitors/i-94.

Student and Exchange Visitor Program (SEVP)

If you are a student or exchange visitor and need to correct your record, contact your designated school official (DSO) or responsible officer (RO). If they cannot help you, contact the SEVP Response Center at 703-603-3400 or sevp@ice.dhs.gov. For more information, visit the SEVP Portal Help page at studyinthestates.dhs.gov/sevp-portal-help.

Social Security Administration (SSA)

Visit ssa.gov/personal-record for information on managing your personal information with SSA.