

# Replacement of a Lost, Stolen or Mutilated Document or Documents with Errors

**Best Practice:** All nonimmigrant persons, including lawfully permanent residents and other aliens should carry their documents with them even when traveling within the United States of America.

The law states (last reviewed and updated on 03/08/2018):

Section 264 of the Immigration and Nationality Act (INA) states, "Every alien in the United States . . . shall be issued a certificate of alien registration or an alien registration receipt card in such form and manner and at such time as shall be prescribed under regulations . . ." It also says, "Every alien, eighteen years of age and over, shall at all times carry with him and have in his personal possession any certificate of alien registration or alien registration receipt card issued to him . . . Any alien who fails to comply with [these provisions] shall be guilty of a misdemeanor..." The specific requirements and procedures for applying to renew an expiring green card are contained in the Code of Federal Regulations [CFR] at 8 CFR section 264.5.

## Green Card

### **Reasons to replace your Green Card:**

- The card is lost, stolen, mutilated or destroyed
- The card issued to you before you were 14 years of age and you are now 14 years old (unless your card expires before your 16th birthday)
- You were commuting and is now taking up actual residence in the United States
- You have been a permanent resident residing in the United States and is now taking up commuter status
- Your status has been automatically converted to permanent resident
- You have a previous version of the alien registration card (e.g., USCIS Form AR-3, Form AR-103 or Form I-151 – all no longer valid to prove your immigration status) and must replace it with a current green card
- If there is any error on the card
- Legal change in name or other biographic information
- You never received the card that was issued to you by U.S. Citizenship and Immigration Services (USCIS)

Permanent resident or conditional resident (on two-year green card) who needs to have their Card replaced may do so by filing the I-90 E-Filing Form (online) or complete and mail the paper application I-90 Application to Replace Permanent Resident Card. Always be sure you are using the most updated documents/forms. ISSO will not held responsible for your using outdated forms.

[E-Filing Form I-90](#), Application to Replace Permanent Resident Card.

Filing a paper [Form I-90, Application to Replace Permanent Resident Card](#) by mail.

**If you are outside of the U.S.A. and lost your documents.** First, contact the nearest U.S. consulate, USCIS office or port of entry **before** filing Form I-90. If your petition is approved, a replacement green card will be mailed to you with a 10-year Expiration Date from the date it is issued.

## **FORM I-94**

If you need to replace a paper Form I-94 that was issued to you when you entered the U.S. or that was issued to you by USCIS, you must apply for a replacement Form I-94 with USCIS by submitting a Form I-102, Application for Replacement/Initial Nonimmigrant Arrival-Departure Document. If you entered the U.S. after U.S. Customs and Border Protection (CBP) began issuing the I-94 electronically (April 30, 2013) and you were not issued a paper I-94, you can get your I-94 record of admission from the CBP website. You can also check out the links below for more information about this process. If you need to replace a paper Form I-94 that was issued to you when you entered the U.S. or that was issued to you by USCIS, you must apply for a replacement Form I-94 with USCIS by submitting a Form I-102, Application for Replacement/Initial Nonimmigrant Arrival-Departure Document. If you entered the U.S. after U.S. Customs and Border Protection (CBP) began issuing the I-94 electronically (April 30, 2013) and you were not issued a paper I-94, you can get your I-94 record of admission from the CBP website. You can also check out the links below for more information about this process. Top of Form

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Bottom of Form

**What to do if you have an Electronic Form I-94.** Individuals who have an electronic Form I-94 who lose their print-out may simply access [www.cbp.gov/i94](http://www.cbp.gov/i94) to print out a new one. An individual who does not have an electronic I-94 must apply to USCIS on [Form I-102](#) for a replacement if their paper Form I-94 is lost, stolen, or mutilated. A pending application for a replacement I-94 is considered "temporary evidence of registration."

**Incorrect Information on your Form I-94.** If USCIS issued your Form I-94 as part of granting you an extension of stay or change of status, you will need to file a Form I-102, Application for Replacement/Initial Nonimmigrant Arrival-Departure Document.

**Error on document.** If you believe the error on your I-94 document was made by USCIS, then you can file Form I-102 or you can make an INFOPASS appointment on their Web site to take your I-94 and evidence of the error to their nearest local office and request that they issue a corrected Form I-94. If USCIS is not convinced that the error was their fault, then you will need to file Form I-102 with the correct fee.

If you were issued a paper Form I-94 when you entered the United States and it contains an error or there is an error on your electronic I-94 that you obtained from [www.cbp.gov/I94](http://www.cbp.gov/I94), you will need to contact CBP or visit the CBP Deferred Inspection Office closest to your location.

- You can visit the CBP Web site at [www.cbp.gov](http://www.cbp.gov) or call CBP at 1-877-CBP-5511 (1-877-227-5511) Monday through Friday between 8:30 a.m. and 5:00 p.m., Eastern Time.

- You may bring the incorrect Form I-94 and documentation (passport and visa) to any CBP Port of Entry or Deferred Inspection Office. You may also call to make an appointment. The Deferred Inspection Office in Philadelphia is located at the:

Philadelphia International Airport,  
U.S. Customs and Border Protection  
Terminal A West,  
International Arrivals  
Philadelphia, PA 19153  
9:00 a.m. - 12:00 p.m.  
Monday -Friday  
(215) 863-4247

## **EAD CARD**

**Caution!** The ISSO advises students on Post-Completion/STEM Extension **not** to travel outside of the U.S. if they lose their Employment Authorization Document (EAD).

**Note** that if you submit an application for a “Replacement EAD” card and there is no longer a basis for applying for an EAD (employment authorization), USCIS will not return the card and notify you.

**Error made by USCIS on the EAD.** If USCIS makes an error on your EAD card, they will take the necessary steps to correct the mistake. There will be no cost to you. If this is the case, you will *not need* to submit a new I-756 Form. Instead do the following:

1. Return the EAD card that has the error.
2. Craft a detailed letter regarding the error.
3. Provide supporting documentation showing the correct information.
4. Mail all the items to the Service Center that adjudicated your initial I-765 application.

**EAD card is lost, stolen, or damaged.** In order to get a “Replacement EAD” do the following:

1. Gather the information and application for Form I-765 online, be sure the application that you will be using is the most recent.
2. Request another I-20 Form from ISSO **only if you did not receive the Notice of Approval**, Form I-797 from USCIS.
3. Compile all your documents to include with your application to send to USCIS to apply for a lost or stolen EAD card. Follow the instructions on how to apply for Optional Practical Training; the information can be found online.

The application packet should include:

- a. Form I-765
- b. Filing fee (*or request for a fee waiver*)
- c. Copy of Valid Passport Information Page
- d. Copy of Valid F-1 Visa Stamp in passport

- e. I-94 Admission Arrival/Departure
- f. Two U.S.A. passport size pictures taken within the last 30 days. Do not use pictures that were used already for a passport, visa, or any other U.S. Govt. applications.
- g. A copy of any previously issued EAD card, both sides
- h. A copy of your current I-20 Form with your recommended OPT dates
- i. A copy of your Approval Notice, Form I-797
- j. A letter explaining the circumstances surrounding the reason for the application.
- k. A copy of the police report (if the card was lost)

**Location for mailing the EAD application.** The addresses for the Service Centers can be found online. The Service Center Operations Directorate (SCOPS) has five service centers that process and adjudicate certain immigration applications and petitions. Service centers do not provide in-person services, conduct interviews, or receive walk-in applications, petitions, or questions. They work only on certain applications or petitions that customers have mailed, filed online, or filed with a USCIS Lockbox. Based on the address provided on your application, send your documents to one of the following five (5) Service Centers listed below:

1. California Service Center
2. Nebraska Service Center
3. Potomac Service Center
4. Texas Service Center
5. Vermont Service Center

**Case status online tools & contacts.** If your inquiry requires review by a Service Center, you will get a tracking number, which you should keep for reference.

Recommend tools to check case status: [www.uscis.gov/tools](http://www.uscis.gov/tools) and [www.my.uscis.gov](http://www.my.uscis.gov) to:

1. [Check processing times](#)
2. [Check your case status online](#) and [register](#) to get automatic email updates and/or text message notifications as we process your case
3. Set-up an [online account](#) to view your case status and history
4. [Change your address](#)

If you try the tools and still need help, make an [online case inquiry](#) or call our [USCIS Contact Center](#) at 800-375-5283.

*Although a Social Security Card is not an immigration issued document, ISSO thought it might be helpful to provide some information here in case you have a need for a replacement Card as well.*

## **SOCIAL SECURITY CARD**

As an F-1 Student, you will be required to provide valid immigration documents as evidence pertaining to your status that was issued to you from the Department of Homeland Security (DHS). Visit the Social Security Administration website for information on how to apply for a replacement Social Security Card and to get a Social Security Application Form (SS-5).

Requirements, as quoted from the website:

You must provide a current unexpired document issued to you by the Department of Homeland Security (DHS) showing your immigration status, such as Form I-551, I-94, or I-766. If you are an international student or exchange visitor, you may need to provide additional documents, such as Form I-20, DS-2019, or a letter authorizing employment from your school and employer (F-1) or sponsor (J-1). We CANNOT accept a receipt showing you applied for the document. If you are not authorized to work in the U.S., we can issue you a Social Security card only if you need the number for a valid non-work reason. Your card will be marked to show you cannot work and if you do work, we will notify DHS. See page 3, item 5 [on the application] for more information.

## **PASSPORT & VISA**

Passports and visas are official travel documents that international students coming to the United States (U.S.) must have in their possession to show their country of citizenship and legal status in the U.S.

Foreign students are encouraged to make a copy of their passport biographic page, U.S. visa and admission stamp as soon as they arrive in the U.S.

### **Police Report**

You need to report your lost or stolen document(s) at the local police station, and if available, you should provide copies of the original documents. You will be issued a police report detailing the incident – make sure to make an extra copy of the report for your own records.

### **Report Lost/Stolen to Your Embassy**

Contact the local embassy or consular section for the country of your citizenship for information about the procedure to replace a lost or stolen passport. Most countries have Internet websites with contact information.

### **Applying for a Replacement U.S. Visa**

Lost or stolen U.S. visas cannot be replaced in the United States. For replacement of a visa, you must apply in person at a U.S. Embassy or Consulate abroad. When applying for the replacement of a visa, you will need to provide a written account documenting the loss of your passport and visa. Include a copy of the police report.

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