



U.S. Citizenship and Immigration Services

Office of Intake and Document Production
Intake Operations Division

Standard Operating Procedure
Form I-912, Request for Fee
Waiver

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Revision History

Version	Date Revised	Author	Change Description
20	07/15/2021	EH	Tax Returns <ul style="list-style-type: none"> Removed reference of 2019 examples as we are only accepting 2020 returns as of 7/1 received date
19	05/06/2021	EH	Signatures <ul style="list-style-type: none"> Revised reject reason to read "I-912 Missing One or More Signatures" rather than "Fee Waiver Request Not Valid"
18	04/09/2021	EH	Tax Return <ul style="list-style-type: none"> Based on new tax guidance (filing extension) the tax return and W2 dates have been revised to reflect: For fee waiver requests with a received date of January 1 – June 30, we will accept tax returns W-2s for the two preceding years. For fee waiver requests with a received date of July 1st and after, we will only accept the preceding year's tax return/W-2 Other Evidence of Income <ul style="list-style-type: none"> 1099-NEC, Nonemployee Income, by itself, should not be considered as valid evidence of income
17	03/08/2021	EH	Income Determination <ul style="list-style-type: none"> Tax Return – Updated dates for acceptable tax filings W-2 – Updated dates for acceptable tax filings
16	02/19/2021	CLH	General Fee Waivers <ul style="list-style-type: none"> I-765 – Added instructions for researching BUNDLE FEE (BF) when analyst encounter a STANDALONE I-765 without remittance that includes a FWR/I-912 If evidence of BF noted, do NOT adjudicate the FWR/I-912; reference I-765 SOP for processing guidance
15	01/08/2021	CLH	Means Tested Benefit (MTB) <ul style="list-style-type: none"> Acceptable Programs and Documentation: Provided clarification that we can accept as proof a letter from an agency other than the issuing agency (for example, a third Party Insurance Provider who administers Medi-Cal for it's beneficiaries) as long as it contains all four required items Appendix D: Benefit Letter from Third Party Insurance Provider <ul style="list-style-type: none"> **NEW** - Added visual aid for third party insurance provider
14	12/22/2020	EH	Special Immigrant Juveniles Added clarification that a receipt notice for a filed I-360 must show the status as PENDING or APPROVED or ADMIN CLOSED
13	12/18/2020	EH	Special Immigrant Juveniles <ul style="list-style-type: none"> Added clarification that a receipt notice for a filed I-360 must show the status as PENDING or APPROVED
12	08/14/2020	CLH	Conditional Fee Waivers (I-485) <ul style="list-style-type: none"> Added surviving spouses, children, and parents of a deceased member of the military who obtain citizenship posthumously as eligible for fee waiver consideration <ul style="list-style-type: none"> This population group is exempt from a public charge determination
11	06/26/2020	EH	Household Size/Composition Added clarifying language that household composition includes unmarried children or legal wards age 21 or over but under age 24 who attend school full time and reside with the requestor when not at school.
10	06/12/2020	CLH	Conditional Fee Waivers <ul style="list-style-type: none"> Form I-485 – Added Indochinese Parole Adjustment Act of 2000 AND Amerasian Act (October 22, 1982) Form I-360 as ELIGIBLE for fee waiver consideration per OP&S (Wendy Gonzalez)
9	04/24/2020	CLH	Appendix C: IRS Tax Transcripts <ul style="list-style-type: none"> Tax Return Transcript – Added visual aid example reflecting exemption number = 0
8	03/27/2020	EH	Tax Return <ul style="list-style-type: none"> Based on new tax guidance (filing extension), the tax return and W-2 dates have been revised to reflect: For fee waiver requests with a received date of January 1st – July 31st, we will accept tax returns/W-2s for the two preceding years. For fee waiver requests with a received date of August 1st and after, we will only accept the preceding year's tax return/W-2 Added IRS Form 1040-SR and 1040-X
7	03/14/2020	EH	Document <ul style="list-style-type: none"> Updated document to reflect new Unity Client terminology Tax Return <ul style="list-style-type: none"> Added information regarding IRS Transcripts "Exemption Number" and "Exemptions" when determining HHI Appendix C <ul style="list-style-type: none"> **NEW** - Added visual aid for IRS Transcripts
6	02/14/2020	CLH	Conditional Fee Waivers <ul style="list-style-type: none"> I-539 – Provided clarification under the INA Section 245 (l)(7) = VAWA Self-Petitioners
5	02/07/2020	CLH	Income Determination <ul style="list-style-type: none"> Tax Return – Updated section to reflect location of AGI on 2019 IRS 1040 forms
4	01/03/2020	CLH	Income Determination



Version	Date Revised	Author	Change Description
			<ul style="list-style-type: none"> Tax Return – Updated hyperlinks to all tax return landing page(s) and job aids
3	12/26/2019	CLH	Conditional Fee Waivers <ul style="list-style-type: none"> I-485 – added Liberian Refugee Immigration Act (LRIF) as eligible for FWR consideration
2	09/06/2019	CLH	General Fee Waivers <ul style="list-style-type: none"> I-765 (c)(37) is NOT eligible for FWR consideration; applicant MUST pay application/BIO fee
1	08/16/2019	CLH	Fee Waiver Request Eligibility <ul style="list-style-type: none"> Conditional Fee Waivers (Form I-485) <ul style="list-style-type: none"> Provided clarification on applicants who are exempt from the public charge grounds of inadmissibility (#c) Added subsections under #c to further clarify which categories are allowed
	08/16/2019	CLH	Income Determination <ul style="list-style-type: none"> General Guidance <ul style="list-style-type: none"> Provided clarification on ensuring horizontal consistency amongst I-912 and supporting documents (e.g., 1040)
	08/16/2019	CLH	CONVERTED TO WORD DOCUMENT (NEW FORMATTING); DELETED WORD 97-2003 FORMAT <ul style="list-style-type: none"> SharePoint 2016 does NOT recognize changes in format, thus Version RESETS to #01
38	07/26/2019	CLH	Income Determination <ul style="list-style-type: none"> Other Evidence of Income <ul style="list-style-type: none"> Added Unemployment Insurance Payments (Benefits) <ul style="list-style-type: none"> MUST be dated within 30 days upon receipt by The Lockbox
37	06/28/2019	CLH	Income Determination <ul style="list-style-type: none"> Tax Returns <ul style="list-style-type: none"> Clarified acceptable forms of Tax Transcripts as provided by the IRS
36	06/14/2019	CLH	Income Determination <ul style="list-style-type: none"> Household Size / Composition & Tax Returns <ul style="list-style-type: none"> Removed reference to 2017 tax returns and clarified steps for determining household size based on 2018 (onwards) returns
35	05/10/2019	EH	Conditional Fee Waivers <ul style="list-style-type: none"> Added I-539 to the list of the Conditional Fee Waivers Added I-694 to the list of the Conditional Fee Waivers To Deny <ul style="list-style-type: none"> Removed “maximum of 3 reasons” language
34	03/22/2019	CLH	Means Tested Benefits <ul style="list-style-type: none"> Unacceptable Programs and Documentation <ul style="list-style-type: none"> Clarified steps for routing potential “New MTBs” to LockboxSOP Inbox Hyperlinks <ul style="list-style-type: none"> Updated all hyperlinks within the SOP due to conversion to SharePoint 2016
33	02/12/2019	CLH	Household Size / Composition, p21, 3a: <ul style="list-style-type: none"> Removed I-942 reference and replaced with I-912
32	02/12/2019	CLH	Hyperlinks <ul style="list-style-type: none"> Updated all hyperlinks within the SOP Income Determination <ul style="list-style-type: none"> Updated requirements for household size/composition based on direction provided from OCC and added verbiage to address 2018 tax returns (1040) and the subsequent removal of “Personal Exemptions” under the revised tax code
31	02/12/2019	CLH	Document renamed to “I-912 Request for Fee Waiver”
30	11/28/2018	EH	Cases for Special Consideration <ul style="list-style-type: none"> Special Immigrant Juvenile – Clarified acceptable documentation
29	09/28/2018	EH	General Fee Waivers <ul style="list-style-type: none"> Added Form I-751, Petition to Remove Conditions on Residence, as a form eligible for a fee waiver
28	08/10/2018	EH	Signatures <ul style="list-style-type: none"> 1.B.i. – Removed reference of “child” in section regarding evidence of ability to sign for physical disability or developmental/mental impairment
27	03/29/2018	SW	Signatures <ul style="list-style-type: none"> 1.B.i. – New Section added evidence of ability to sign for physical disability or developmental/mental impairment 6. – Added reference to applicant or parent/guardian 7. – New guidance for Rejecting for lack of evidence including M-180 letter Process for Adjudicating Income Determination <ul style="list-style-type: none"> 4. – Updated for clarification purposes to include “with USCIS” Tax Return <ul style="list-style-type: none"> 1.H – Retitled 1. H.i. & 1.H.ii. – Clarified acceptable Tax return dates based on request received date IRS Form W-2, Wage and Income Statement <ul style="list-style-type: none"> 1.A. & 1.B. - Clarified acceptable W-2s based on request received date.



Version	Date Revised	Author	Change Description
26	9/01/2017	SW	<p>General Information</p> <ul style="list-style-type: none"> Added new section, Fee Waiver Request Submitted with a Defective Application or Application to be Rejected, to provide direction for FWR adjudication on a defective/rejected application <p>Third Party Fee Waiver Requests</p> <ul style="list-style-type: none"> Field Office Director (FOD) <ul style="list-style-type: none"> 1. - Fixed hyperlink to N-Form Expedite Request Cover Sheet by adding as Appendix A Law Enforcement Agencies <ul style="list-style-type: none"> 3.a.i. & ii. - Modified wording and added M-180 and Thread hyperlinks Department of State (DOS) <ul style="list-style-type: none"> Added guidance for I-90 application received with a FWR and a DOS customer notice citing destruction of the LPR card. Added a sample notice as Appendix B <p>Fee Waiver Request Eligibility</p> <ul style="list-style-type: none"> 3. Replaced existing hyperlink with link to Instructions for Form I-912 <p>General Fee Waivers</p> <ul style="list-style-type: none"> 3. Form I-765, clarified that Eligibility Category (c)(33) is not eligible for FWR <p>Conditional Fee Waivers</p> <ul style="list-style-type: none"> 1. & 3. Added notation about underlying forms not processed at Lockbox and added hyperlink for full list of eligible forms <p>Process for Adjudication Fee Waiver Determination</p> <ul style="list-style-type: none"> 2. Added hyperlink 4. Added direction to use the HHS Poverty Guidelines chart for where applicant lives even when the income evidence contains a different state/territory <p>Tax Return</p> <ul style="list-style-type: none"> 1.a. & 1.f. - Added Form 1040NR & 1040NR-EZ as accepted returns <p>IRS Form W-2, Wage and Income Statement</p> <ul style="list-style-type: none"> 1.b. - Updated example for the current year <p>Appendices</p> <ul style="list-style-type: none"> A: Added N-Form Expedite Request Cover Sheet B: Added DOS Customer Notice
25	7/21/2017	SW	<p>Threading</p> <ul style="list-style-type: none"> Item 1 - Removed statement requiring threads for multiple rejects Items 2-5 - Renumbered
24	7/14/17	SW	<p>Signatures</p> <ul style="list-style-type: none"> 1.c. - Corrected wording for reference to "exceptions identified in 1.a-1.b, above."
23	6/5/2017	KSA	<p>Evidence of Income</p> <ul style="list-style-type: none"> Added guidance for reviewing multiple sets of income documentation submitted with one application <p>Tax Return</p> <ul style="list-style-type: none"> Added guidance for including social security income with AGI
22	05/18/2017	TMU & SW	<p>Income Determination</p> <ul style="list-style-type: none"> Unemployment - Requestor or Spouse section was relocated and a hyperlink to the new location was inserted <p>Financial Hardship</p> <ul style="list-style-type: none"> Process for Adjudicating Financial Hardship <ul style="list-style-type: none"> Inserted modified Unemployment - Requestor guidance
21	5/17/2017	KSA	<p>Foreign Language Documents</p> <ul style="list-style-type: none"> Defined foreign language document <ul style="list-style-type: none"> Added guidance for MTBs that include English and foreign language(s)
20	4/27/2017	TMU & SW	<p>Fee Waiver Request Eligibility</p> <ul style="list-style-type: none"> Added additional guidance for determining forms eligible for FWR General, Conditional, and Humanitarian Fee Waivers: Added additional guidance for determining forms eligible for FWR <p>Tax Return</p> <ul style="list-style-type: none"> Section 1.h.ii. - Modified Only accept previous tax returns for the previous tax year (now 2016) <p>Decision</p> <ul style="list-style-type: none"> To Approve: Added name of job aid To Deny: Added hyperlink and name of job aid
19	4/21/2017	TMU	<p>Form Specific Actions for Approval/Denial</p> <ul style="list-style-type: none"> Added manually processed forms N-300 & N-470
18	3/8/2017	KSA	<p>General Information - Foreign Language Documents</p> <ul style="list-style-type: none"> Only certified/signed full English translations will be accepted. Guidance under General Information replaces previous guidance found under Means Tested Benefits (MTB) <p>Means Tested Benefit (MTB)</p> <ul style="list-style-type: none"> Guidance regarding partial English translations deleted



Version	Date Revised	Author	Change Description
17	3/2/2017	TMU	General Information -Fee Waiver Request Submitted with Remittance <ul style="list-style-type: none"> Retitled to Fee Waiver Request Submitted with Partial Remittance; Removed language regarding FWR received with full remittance (transactions no longer route to Fee Queue) Decision <ul style="list-style-type: none"> Form Specific Actions for Approval / Denial: Updated for bundling fee change in Phase 23.0 Threading: Corrected Threads Job Aid hyperlink
16	02/14/2017	SW	General <ul style="list-style-type: none"> Completed Branding Corrected hyperlinks directing to places in this document Income Determination <ul style="list-style-type: none"> Updated Link to Form I-912P found in Definition Section
15	12/23/2016	TMU	General Information <ul style="list-style-type: none"> Added process for FWR received with Form I-942 Request for Reduced Fee Requesting Documents <ul style="list-style-type: none"> Added direction for FWR received on, or with, Form I-942 Request for Reduced Fee
14	12/9/2016	TMU	General Document <ul style="list-style-type: none"> Corrected broken hyperlinks Income Determination – Unemployment <ul style="list-style-type: none"> Updated acceptable evidence to include responses on Form I-912 and requestor statements Income Determination – Tax Returns <ul style="list-style-type: none"> Added IRS Transcripts as acceptable evidence
13	12/05/2016	KSA & TU	Redesigned document approved for use <ul style="list-style-type: none"> Revised document name, formatting, and organization Incorporated hyperlinks to references, tools, job aids Moved I-797 Reject Verbiage, and Fee Exempt Forms and Exceptions to stand-alone documents
12	08/26/2016	TU	Added Form N-565 as eligible for General Fee Waiver, and is fee exempt when filed for a replacement document due to typo/clerical error.
11	08/26/2015	TU	Clarified bullet list for items needed on an MTB document (at bottom of page 3)
10	05/06/2016	TU	Updated SOP to reflect I-912 Form Version 4/25/2016
9	07/10/2015	MG	Leniency guidance updated and removed "N-form applicants who previously adjusted under VAWA T&U should be processed per normal FWR SOP guidance (no extra leniency)."
8	07/06/2015	MG	Removed consideration of full-time student status
7	05/26/2015	KSA	Updated in error / no changes or additions made
6	03/20/2015	KSA	Updated language pertaining to: signature, MTB validity period, legal separation and foster case. Formatting overhaul.
5	11/16/2014	KSA	Addition of Vow of Poverty under financial hardship
4	08/15/2014	KSA	No longer accepting benefit card as MTB evidence. Can accept an IRS letter confirming status of non-filing is acceptable as evidence of lack of income.
3	07/29/2014	KSA	Updated to include additional information related to SIJ fee waiver documentation.
2	07/28/2014	KSA	Updated for Phase 10.0 Release, CR2430/2454. Updates include handling transactions with fee+I-912 and handling I-912 scanned documents when splitting a transaction
1	07/10/2014	KSA	Document approved for use



Fee Waiver Requests

Procedural information provided in this document is not intended to supersede current guidance provided by USCIS concerning fee waiver requests. This information is a framework intended to ensure consistent adjudication of fee waiver requests.

Each fee waiver request is unique with respect to the requestor, their individual circumstance and their ability to provide evidence. Guidance provided here is not, and cannot be, all inclusive. Analysts are expected to use all of the tools available to them, both within this document and as developed by the Division and Agency. These tools will be used to evaluate the evidence and adjudicate the fee waiver request. In order to make consistent and accurate decisions, Analysts are expected to view the entire request package and make a determination based on all the evidence provided. Review the Request for Fee Waiver SOP and associated filing instructions in conjunction with this SOP.

General Information

Evaluating Evidence

1. Evidence provided by the requestor only needs to be persuasive.
 - a. In this context, persuasive is defined as reasonable belief that it is more likely than not that the requestor is unable to pay the required fee(s).
 - b. Persuasive does not mean that you should expect to be convinced beyond a reasonable doubt.
 - c. If you do not find that the requestor is more likely than not qualified for a fee waiver based on the totality of the information provided, add a discussion the transaction with your reason and deny the fee waiver request.
2. Focus your decision on the requestor's current financial situation. Do not base your decision on what the requestor's past situation was or on the possibility of a future situation.
3. Consult on extenuating circumstances and/or difficult cases.
 - a. Confer with your supervisor when you note extenuating circumstances.
 - b. Confer with your supervisor or other team members on difficult cases.
 - c. When you make your decision, you must be able to articulate your logical reasoning.

Fee Waiver Request Submitted with Partial Remittance

1. Refer to Form G-1055, Fee Schedule, for a list of required fees by USCIS form.



2. FWR received with partial remittance (not a Reduced Fee Request):
 - a. Evaluate and decision the fee waiver request
 - b. If request is approved, return partial remittance to requestor using the Create OPR task
 - c. If the request is denied, use the Modify Fee task to set the appropriate fee waiver denial reason and reject the transaction

Fee Waiver Request Submitted with a Defective Application or Application to be Rejected

1. Do not adjudicate the Fee Waiver Request on a defective application
2. Do not approve the Fee Waiver Request for an application that will be rejected

Foreign Language Documents

1. A foreign language document is any document containing any foreign language.
2. Fee waiver requests and supporting documentation must be entirely in English, or provided with a full English translation.
 - a. Exceptions for MTB documents that include English and foreign language(s)
 - i. Analysts may accept as valid, MTB documents where, based upon the content presented in English, they can determine that an MTB is being received by the requestor.
 1. Foreign language should be minimal
 2. Documents that include an embedded translation do not require a separate certified translation
 3. Refer to the MTBs with English and Foreign Language job aid for sample mixed language documentation
 - ii. Where the analyst concludes that no MTB is being received, deny for No Evidence of Means Tested Benefit.
 - iii. Where the analyst cannot make a determination due to a lack of English content, deny for Supporting Documentation Not in English.
 - b. There are no exceptions for other support documentation that is not in English.
3. Translations must be certified/signed by the translator:
 - a. As complete and accurate
 - b. That he or she is competent to translate into English
4. In the absence of a certified English language translation, deny the fee waiver request using the Support Documentation Not in English denial reason.



Marital Status

Common Law Marriage

1. Common law marriage is a valid marriage.
2. No validation of a claim to common law marriage is required.
3. See the [USCIS policy regarding common law marriage](#) for further information.

Same Sex Marriage

1. Same sex marriage is a valid marriage.
2. See the [USCIS Q&A page regarding same sex marriage](#) for further information.

Separated, Legally Separated and Divorced

1. Information on the application/petition, support documentation and the fee waiver request (I-912 or requestor-generated) are sufficient evidence of the requestor's marital status.
2. If the marital status on the application/petition, support documentation and/or the fee waiver request differ and the request is based on the premise of marital status, review the package for additional documentation in determining marital status.
3. Additional documentation to determine marital status includes, but is not limited to:
 - a. Court order of legal separation
 - b. Notarized property settlement or financial support agreement
 - c. Divorce decree
4. Additional documentation to determine that the requestor and spouse are living apart includes, but is not limited to:
 - a. Mortgage
 - b. Lease
 - c. Utility bill
 - d. Tax return
 - e. Affidavit/statement corroborating the individuals' marital status/situation
5. If marital status is unclear for a request based on the premise of marital status, you may deny the request.

Scanning

1. The I-912 will be scanned as an individual document within the transaction.



2. Support documentation is scanned behind the primary application.
3. If the I-912 is scanned as support, document the error on the [CRU Error Report](#).
4. Requestor-generated requests are not identified by the financial agent and may be found anywhere within a transaction.
5. Review a transaction in its entirety to determine if a fee waiver request has been submitted.

Splitting

1. If multiple applications/petitions and I-912s are submitted, and the transaction requires a split, ensure that the correct I-912s are retained with the appropriate forms before completing the split.
2. If a single I-912 is submitted for multiple requestors, and the transaction requires a split, keep the I-912 with the accepted form(s).
3. For split procedures, see the [Split Job Aid](#).

Fee Waiver Request

Requesting Documents

1. The requestor(s) must submit one of the following:
 - a. Form I-912, Request for Fee Waiver, all form versions are acceptable
 - b. Requestor-generated fee waiver request as a signed statement
 - c. Signed signature page of the I-912, if the analyst can read the name or match the signature to the application/petition
 - d. A request on behalf of a minor child that contains parental information, as long as you can determine the relationship
 - e. Form I-290B or Form N-336 where, in the Basis for the Appeal or Reason You are Requesting a Hearing block, the requestor seeks permission to have the form processed without the required fee and the request is specifically signed (in addition to the application signature)

Refer to I-942, [Request for Reduced Fee](#), for fee waiver requests submitted on or with Form I-942.

2. Simply writing or stamping “Fee Waiver Request” on the application/petition is not a valid request
3. If the requestor simply writes that they don’t believe they should have to pay the benefit fee because they already have, deny for **Cannot Determine Reason**
4. A fee waiver request will apply to all eligible forms submitted by the requestor(s) within the same transaction



Signatures

1. Regardless of who completes the request, each person requesting a fee waiver must sign the request, with few exceptions. For juveniles and persons with physical disability or developmental/mental impairment:
 - a. A parent or legal guardian may sign for a juvenile requestor if the child is less than 14 years old; however, the juvenile's signature is also acceptable.
 - b. A parent or legal guardian can sign for a person with a physical disability or developmental/mental impairment.
 - i. Documentary evidence that establishes the legal guardian's authority to sign a request on behalf of the mentally incompetent person is required. Acceptable documents include, but are not limited to, official letters of guardianship or other orders issued by a government agency court authorized to make such appointments under the law governing the place of residence of the incapacitated adult.
 - c. A parent or legal guardian only needs to sign one time for all instances of signature exceptions identified in 1.a-1.b, above.
2. Valid signatures
 - a. Handwritten
 - b. A finger/thumb print
 - c. An "X" or other mark, when used consistently on all forms
 - d. There is no designated attestation area; the request can be signed anywhere
3. Outside of a parent or legal guardian, an authorized representative may not sign the fee waiver request, even though they may be able to sign the application/petition, such as with an I-290B.
4. If you have questions or concerns about the legitimacy or consistency of signatures, contact your supervisor.
5. Analysts are not required to review the signatures of interpreters and preparers, if applicable to the I-912 form version, and will not deny a fee waiver due to the absence of those signatures.
6. A fee waiver request that is not signed by the applicant, or their parent/guardian where applicable, will be denied for **I-912 Missing One or More Signatures**.
7. For a fee waiver request that is signed by a parent or legal guardian, but lacks evidence of that individual's authority to sign:
 - a. Complete the Fee Waiver Disability Signature M-180
 - b. Deny for **I-912 Missing One or More Signatures**



Third Party Fee Waiver Requests

Immigration Judge

1. If an immigration judge grants the fee waiver, approve the request in OnBase.
2. If an immigration judge asks us to consider a fee waiver, the requestor must submit a request and evidence of inability to pay.

Field Office Director (FOD)

1. The fee waiver request must be signed by the requestor and accompanied by the N-Form Expedite Request Cover Sheet ([Appendix A](#)), signed by the Field Office Director or District Director.
2. No other evidence is required to approve the request.

Law Enforcement Agencies

- 1.
- 2.
- 3.

(b)(7)(e)

U.S. Department of State (DOS)

1. [Form I-90](#), if a fee waiver request for an I-90 Application to Replace Permanent Resident Card includes a DOS Customer Notice ([Appendix B](#)) indicating that the applicant's Permanent Resident Card was "cancelled in error", approve the fee waiver request.
2. No other evidence is required.



Other Agencies

1. No special consideration.
2. If another agency asks us to consider a fee waiver, the requestor must submit a request and evidence of inability to pay.

Next Step

1. If the Fee Waiver Request is valid, proceed to determining eligibility.
2. If the Fee Waiver Request is not valid, deny the request.

Fee Waiver Request Eligibility

1. Prior to determining eligibility, determine if the filing is fee exempt. Applicants often unnecessarily file fee waiver requests when the filing is fee exempt. In those instances, process as properly filed without a fee issue and do not evaluate the FWR.
2. When requested, a waiver of filing fees will be considered for the following form types and circumstances:
 - a. General Fee Waivers: USCIS may waive fees based on an inability to pay.
 - b. Conditional Fee Waivers: USCIS may waive a fee based on an inability to pay, subject to the conditions specified.
 - c. Humanitarian Waivers: Based on an inability to pay, USCIS may waive any fees associated with the filing of any benefit request under specified programs.
3. This list only includes forms receipted at the USCIS Lockbox. Refer to the Instructions for Form I-912 for the full list of forms eligible for fee waiver consideration.
4. If there is mention of the requestor belonging to some special eligibility group, contact your supervisor for guidance.
5. Review each circumstance, 2.a-2.c, and item 4 before denying the FWR for Form Not Eligible.

General Fee Waivers

USCIS may waive fees for the following based on an inability to pay:

1. Biometrics services fee;
2. Form I-90, Application to Replace Permanent Resident Card;



3. Form I-751, Petition to Remove Conditions on Residence
4. Form I-765, Application for Employment Authorization [**Except Eligibility Category (c)(33) and (c)(37)**]
NOTE: Analysts must **FIRST** research for evidence of bundled fee when processing transactions that contain a STANDALONE I-765, or multiples thereof, without remittance [to include an I-765(s) WITH a FWR]. Reference I-765 SOP (C.02 – STANDALONE Filed without I-797 for I-485) for processing guidance when evidence of bundled fee located. Do **NOT** adjudicate the FWR when bundled fee PAID.
NOTE: DACA transactions are worked by SME's; refer to the I-765 SOP for processing instructions
5. Form I-817, Application for Family Unity Benefits;
6. Form I-821, Application for Temporary Protected Status;
7. Form N-300, Application to File Declaration of Intention;
8. Form N-336, Request for a Hearing on a Decision in Naturalization Proceedings (Under Section 336 of the INA);
9. Form N-400, Application for Naturalization;
10. Form N-470, Application to Preserve Residence for Naturalization Purposes;
11. Form N-565, Application for Replacement Naturalization/Citizenship Document
12. Form N-600, Application for Certification of Citizenship; and
13. Form N-600K, Application for Citizenship and Issuance of Certificate under Section 322.

If not listed here, review Conditional and Humanitarian Fee Waivers.

Conditional Fee Waivers

If the application or petition is not listed under General Fee Waivers, USCIS may waive a fee based on an inability to pay, subject to the conditions specified:

1. Form EOIR-29, Notice of appeal to the Board of Immigration Appeals from a Decision of a DHS Officer, if the underlying application was fee exempt, the fee was waived, or it was eligible for a fee waiver. The underlying application may be a form that is not processed at the Lockbox and therefore not listed in this SOP; refer to the Instructions for Form I-912 for the full list of forms eligible for fee waiver consideration;
2. Form I-131, Application for Travel Document, only for those applying for humanitarian parole (i.e., only for persons that are applying for an Advance Parole Document under Application Type "e" or "f" in Part 2 of the Form I-131);
3. Form I-290B, Notice of Appeal or Motion, if the underlying application was fee exempt, the fee was waived, or it was eligible for a fee waiver. The underlying application may be a form that is not processed at the Lockbox and



therefore not listed in this SOP; refer to the [Request for Fee Waiver SOP](#) for the full list of forms eligible for fee waiver consideration;

4. Form I-485, Application To Register Permanent Residence or Adjust Status, for the following individuals:
 - a. A “Registry” applicant filing under section 249 of the INA who has maintained continuous residence in the United States since before January 1, 1972; or
 - b. An applicant who is exempt from the public charge grounds of inadmissibility under section 212(a)(4) of the INA, including but not limited to the following circumstances:
 - i. Applications filed by Asylees under section 209(b) of the INA;
 - ii. Applications filed by Special Immigrant Juveniles (SIJ);
 - iii. Applications under the Cuban Adjustment Act (CAA), the Haitian Refugee Immigration Fairness Act (HRIFA), and the Nicaraguan Adjustment and Central American Relief Act (NACARA), or similar provisions; and
 - iv. Applications filed by Lautenberg Parolees
 - v. Applications filed under the Indochinese Parole Adjustment Act of 2000; and
 - vi. Applications filed under the Amerasian Act (October 22, 1982), Form I-360
 - vii. ~~Widow/Widower and their derivative children of a deceased U.S. Citizen (I-360 or I-130 converted to I-360)~~
 - c. Applications filed by an individual who has been approved for Temporary Protected Status
 - d. Applications filed by persons classified as the battered or abused spouse or child of a U.S. citizen or lawful permanent resident, or parent of abusive U.S. citizen [VAWA Self-Petitioner, Form I-360]
NOTE: Analysts will set Special Status to VAWA and REVALIDATE in lieu of adjudicating the fee waiver request.
 - e. Applications by an Afghan and Iraqi Interpreter who has received a Special Immigrant Visa (Approved Form I-360)
NOTE: Analysts will use the special status task to redirect the transaction to the Nebraska Service Center in lieu of adjudicating the fee waiver request.
 - f. Applications by an Afghan or Iraqi National employed by or on behalf of the U.S. Government
 - g. Applications filed by persons granted “T” (victim of human trafficking) or “U” (victim of certain crimes who has assisted in an investigation or prosecution) non-immigrant status*
 - h. Surviving spouses, children, and parents of a deceased member of the military who obtain citizenship posthumously



- i. Applications with 1.g Additional Options > Other Eligibility selected, and a description of “Liberian Refugee Immigration Act”, “LRIF” or similar
5. Form I-539, Application to Extend/Change Nonimmigrant Status, but only if you are an applicant with any benefit request as specified by INA section 245(l)(7) [VAWA self- petitioners] or an applicant for E-2 Commonwealth of the Northern Mariana Islands (CNMI) investor nonimmigrant status under 8 CFR 214.2(e)(23)
6. Form I-601, Application for Waiver of Grounds of Inadmissibility for an applicant whose I-485 is exempt from the public charge grounds of inadmissibility of section 212(a)(4) of the INA.
7. Form I-694, Notice of appeal of Decision Under Sections 245A or 210 of the Immigration and Nationality Act, if your underlying application or petition was fee exempt, the filing fee was waived, or was eligible, or was eligible for a fee waiver

If not listed here, review General and Humanitarian Fee Waivers.

Humanitarian Fee Waivers

Based on an inability to pay, USCIS may waive any fees associated with the filing of any benefit request by:

1. VAWA self-petitioner
2. T visas
3. U visas
4. Battered spouses of A, G, E-3, or H nonimmigrants
5. Battered spouse or child of a lawful permanent resident or U.S. citizen
6. Temporary Protected Status
7. This includes filings not otherwise eligible for a fee waiver or eligible only for conditional fee waivers, such as Forms I-131, I-212, I-485, I-539 (requesting CW-2 or E-2 status), and I-601.

If not listed here, review General and Conditional Fee Waivers.

Next Step

1. If the Fee Waiver Request is valid, proceed to adjudication of the inability to pay based on:
 - a. Means Tested Benefit (MTB)
 - b. Income Determination
 - c. Financial Hardship
2. If the application or petition is not eligible for a fee waiver, deny the request for Form Not Eligible.



Means Tested Benefit (MTB)

Definition

1. A means tested benefit (MTB) is a public benefit where a person's eligibility for the benefit, amount of the benefit, or both, is based on the person's income and resources.
2. We will consider MTBs that are federally, state or locally funded and granted by the benefit agency.

Process for Adjudicating MTB

1. Identify all MTB documents
2. Verify the documents contain the required information
 - a. Name of agency granting the benefit
 - b. Type of benefit granted
 - c. Name(s) of MTB recipients
 - d. Validity period of the MTB
3. Determine the relationship of the MTB recipient(s) to the requestor
4. Determine if requestor qualifies for fee waiver based upon the MTB
 - a. If requestor qualifies, approve the request
 - b. If requestor does not qualify, consider evaluation for income at/below 150% of the Federal Poverty Guideline or Financial Hardship, or deny the request
 - c. If extenuating circumstances, confer with your supervisor
5. If documentation of MTB is incomplete or invalid, the relationship of the MTB recipient to the requestor cannot be determined, or the requestor does not qualify based upon the MTB, consider evaluation for income at/below 150% of the Federal Poverty Guideline or Financial Hardship, or deny the request

General Guidance

1. A requestor who is receiving some form of MTB or other financial assistance will qualify for a fee waiver.
2. Receipt of an MTB can be extended to the following persons who reside with the requestor, whether they are filing separately or concurrently with the MTB recipient:
 - a. Spouse, unless separated or legally separated
 - b. Unmarried children less than age 21
3. Receipt of an MTB cannot be extended:
 - a. From a child to a parent



- b. To a **cohabitant age 21 or older, whether a full time student or not**, unless married to the MTB recipient
- c. To any other persons in the household not listed in 2.a-2.b, above
4. If there is overwhelming information suggesting that the requestor has the ability to pay, regardless of the receipt of the MTB, discuss the extenuating circumstances with your supervisor.

Acceptable Programs and Documentation

1. A requestor must have documentation stating that they are receiving benefits.
2. The evidence must be in the form of a:
 - a. Letter
 - b. Notice
 - c. Computer printout
 - i. Does not need to be stamped or signed by granting agency
 - ii. Does need to clearly identify the granting agency in some form (agency name, mailing address, web site, etc.)
 - d. Other official document
3. The evidence must contain:
 - a. Name(s) of the person(s) receiving the benefit
 - b. Name of the agency granting the benefit
 - c. Type of benefit
 - d. Effective dates of the benefit, or indication that the benefit is current being received – see additional information under MTB Validity Periods
4. Examples of acceptable MTB programs and documentation (not all inclusive)
 - a. Benefit card containing the information listed in 3.a-3.d, above
 - b. Letter from a healthcare provider, third-party insurance provider, or similar agency containing the information listed in 3.a – 3.d above.
 - i. Visual Aid located in Appendix D

NOTE: If you are unsure on the validity of the document, check with your supervisor BEFORE rejecting the transaction

- c. Benefit letter from a US Territory (American Samoa, Guam, Commonwealth of Northern Mariana Islands, Puerto Rico, US Virgin Islands)



- d. Benefit renewal letter
 - i. Must identify granting agency, type of benefit and beneficiary
 - ii. Date for recertification or submitting renewal application **must be after the request/application is received**
 - e. Cash assistance letter
 - f. Cash Assistance Program for Immigrants (CAPI) letter
 - g. Housing and Urban Development (HUD)/Section 8 statement
 - h. Medicaid
 - i. Medi-Cal
 - j. Supplemental Nutrition Assistance Program (SNAP) / Food Stamps
 - k. Supplemental Security Income (SSI) letter
 - l. Temporary Assistance to Need Families (TANF) letter
 - m. Women Infants Children (WIC)
5. Other claims for receipt of a means tested benefit
- a. Reference the Individual State Benefits spreadsheet to verify if the benefit you are reviewing is considered an MTB (this spreadsheet is not all inclusive).
 - b. If the benefit you are reviewing is not listed:
 - i. Perform an online search (ex. via Google or benefits.gov)
 - ii. Locate the benefit-granting agency official webpage
 - iii. Determine if the benefit is **established by income eligibility**
 1. If proven to be an MTB, approve the request
 - a. Forward information to Supervisor for review/approval **BEFORE** up channeling information to the LOCKBOXSOP Inbox as outlined in Requesting Clarifications and Changes to Intake Operations Transactions Processing Resources SOP
 2. If not, deny for No Evidence of Means Tested Benefit
6. Claims for public cash or financial assistance
- a. There are public cash or other financial assistance programs authorized by state or local governments, which are guaranteed by agencies within their own budgets under eligibility rules that vary across jurisdictions.
 - b. State and local cash or other financial assistance program benefits are given the same consideration as an MTB.



Unacceptable Programs and Documentation

1. Examples of unacceptable MTB programs and documentation (not all inclusive)
 - a. Affordable Care Act (ACA)
 - i. The insurance benefit itself is not an MTB
 - ii. Reduced premiums do not qualify for a fee waiver approval
 - b. Federal Pell Grants or other student aid/loans/grants
 - c. Housing assistance programs other than HUD/Section 8, unless research of program indicates approval based on income level
 - d. IRS Form 1095-B, Health Coverage
 - e. Letter stating eligibility for a benefit pending receipt of a Social Security Card
 - f. Means tested benefit from a foreign country
 - g. Medicare
 - h. Medicare Extra Help
 - i. Retirement, Survivors and Disability Insurance (RSDI) (this is income)
 - j. Requestor's unapproved copy of an application for Social Security or other benefit
 - k. Social Security Disability Benefits (this is income)
 - l. Social Security Disability Insurance (SSDI) (this is income)
 - m. Social Security Retirement Benefits (this is income)
 - n. Supplemental medical insurance/subsidies
 - o. Supplemental Security Income (SSI) checks or bank statements showing SSI deposit
 - p. Unemployment Compensation (this is income)
2. If the required information (see 3.a-3.d above) is in a format that you are unable to interpret, such as computer generated data with codes, deny for No Evidence of a Means Tested Benefit
3. Simply claiming receipt of an MTB is not sufficient, the requestor must provide supporting documentation

MTB Validity Periods

1. Dates to determine current validity of an MTB can be taken from the acceptable documentation or additional MTB evidence that supplements this documentation.
2. Acceptable indication of MTB validity:
 - a. Documentation with an expiration, renewal or re-exam date (including multi-year benefits) that is received prior to that date



- b. Documentation with no expiration, renewal or re-exam date that is received within 12 months of the document's date/stamp
 - c. Pre-dated documentation showing approval for the following month
3. Unacceptable documentation of MTB validity:
 - a. Extension of a benefit is not assumed by a status code of 'open', 'eligible' or similar phrasing
 - b. Documentation dated more than 12 months prior to the received date, unless it contains a validity period or expiration date that ends after the request was received
4. If evidence of receipt of an MTB is not current:
 - a. Review the transaction for other evidence of an inability to pay – see [Income Determination](#) and [Financial Hardship](#)
 - b. If other criteria for inability to pay are not met, deny for No Evidence of a Means Tested Benefit

Income Determination

Definition

1. Requestors with a combined household income that is at or below 150% of the Federal Poverty Guideline (FPG) qualify for a fee waiver.
2. Refer to [Form I-912P, Income Guidelines for Fee Waiver Request](#), for current federal poverty guidelines by state and household size.

Process for Adjudicating Income Determination

1. Identify all valid sources of income applicable to the household
2. Calculate the total annual income of the household
3. Determine the household size
4. Income evidence provided may contain/indicate a state other than where the applicant currently lives. Analysts should apply the income total based upon the state/territory (i.e., current residence) provided by the applicant at the time of filing with USCIS. Corresponding charts are provided in the [HHS Poverty Guidelines](#).
5. Determine if the household income is above or at/below 150% of the Federal Poverty Guideline
 - a. If at/below, approve the request
 - b. If above, consider evaluation for financial hardship, or deny the request
 - c. If extenuating circumstances, confer with your supervisor



6. If documentation of income is incomplete or invalid or the household size cannot be determined, consider evaluation for financial hardship, or deny the request

General Guidance

1. If the requestor identifies the head of household or other household member as someone earning income on the request, but evidence of the income is not provided, the requestor must provide a statement for the lack of evidence. In absence of the statement, you may deny for Unable to Determine Household Income.
 - a. The forms (e.g., I-912 and 1040) need to be horizontally consistent, unless documentation and/or a statement is provided to explain the difference(s)
 - i. For instance, when the applicant notes on the I-912 that they are married, but filed their tax return as Head of Household, or SINGLE, and does not provide an explanation for the inconsistency (e.g., married after filing their return, and provides evidence of spousal income, if required), you may deny for **Unable to Determine Household Income**
2. If the requestor states they are receiving income from another source but does not provide evidence, you may deny for Unable to Determine Household Income
3. In the absence of income documentation, requestor statements are sufficient for consideration.
 - a. No corroborating support of the statement is required.
 - b. Lack of income documentation may result in a consideration of inability to pay under financial hardship.

Spousal Income

1. No evidence of income for a requestor's spouse is required if the requestor has:
 - a. Indicated on the current I-912 form that their spouse does not contribute to their financial support (item 3.a.), or
 - b. Indicated on the current I-912 form that their spouse has no income (item 4), or
 - c. Provided a statement to explain that their spouse has no income and/or does not contribute to their financial support (e.g., unemployment, separation, etc.)
2. If the requestor is married, and no statement or indication has been made regarding their spouse's income or contribution to their support (as explained in 1.a-c above), evidence of spousal income must be provided.
3. If the spouse does not reside with the requestor, and no statement or indication has been made regarding their spouse's income or contribution to their support (as explained in 1.a-c above), the spousal income is counted if:
 - a. The requestor is the dependent of the spouse, which makes the spouse the head of household for the requestor. This includes spouses who reside in another country.



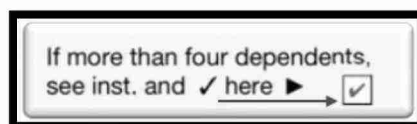
- b. The requestor and the spouse filed a joint tax return.
 - c. The requestor and the spouse filed separate tax returns and neither was dependent on the other, but financial assistance is provided by the spouse. This includes alimony or spousal support given to the requestor as additional income.
4. The requestor was married in the year they filed their tax return as single. The requestor should note the change of marital status and provide spouse's income.

Unemployment – Requestor

Refer to [Financial Hardship](#).

Household Size / Composition

1. The following individuals are included in determining household size:
 - a. The requestor
 - b. A spouse living with the requestor or who is the head of household
 - c. The head of household, if not the requestor
 - d. Unmarried children or legal wards under age 21 who live with the requestor
 - e. Unmarried children or legal wards age 21 or older but under age 24 who attend school full time and reside with the requestor when not at school. Evidence beyond a claim that they are a full time student is not required.
 - f. Unmarried physically/mentally disabled children or legal wards whom the requestor is the legal guardian
 - g. Parents who live with the requestor
 - h. Any other dependents listed on the tax return of the requestor, the spouse or the head of household
2. Income of other cohabitants who are not included in the household for income tax purposes will not be counted.
3. When calculating household size with an IRS 1040, verify "Filing Status," (Single, Married filing Jointly, Head of Household, Widow(er), etc.), and number of "Dependents."
 - a. IF the "more than four dependents" box is checked, **REFER BACK TO THE I-912** to validate household size.
No other proof of household size is required.



- i. Example 1: If the requestor indicates that they live with “x” dependents (e.g., spouse and/or UP TO four children), but the totality of the tax filing **does not** support the claim, you can DENY for Unable to Determine Household Income.
- ii. Example 2: If the requestor indicates that they live with “x” dependents (e.g., spouse and/or MORE THAN four children), and the “more than four dependents” box is checked, **REFER BACK TO THE I-912** to validate household size.

Evidence of Income

1. Requestors may submit a variety of evidence for their household income.
2. When a requestor submits multiple forms of income evidence (tax return, W-2, and/or paystub):
 - a. Calculate the annual income for each type of evidence, per the guidelines below to determine if there are inconsistencies.
 - b. It is unlikely that different sets of documentation will provide the same total for annual income; however, some minor variations are acceptable.
 - i. In comparing calculations, Analysts should consider:
 1. Is the variation a result of procedural calculation differences, such as deductions (i.e.: 1040 vs. W2)? This variation is OK.
 2. Are all members of the household and sources of income represented in different sets of documentation? This variation is not OK.
 - ii. If the variation can be understood or explained, determine eligibility based on the income documentation in the following priority order:
 1. Tax Return
 2. W-2
 3. Paystubs
 - iii. If the amounts vary to a degree that cannot be understood or explained, deny the request for Unable to Determine Household Income.
3. Use the following guidelines when reviewing evidence.

Tax Return

1. Acceptable tax returns:
 - a. Federal tax returns: IRS 1040, 1040-NR, 1040-SR or 1040-X



- i. Standalone 1040-X MUST include (1) Filing status, (2) Number of person(s)/dependent(s) claimed, and (3) Adjusted Gross Income (AGI). If ANY of these items are missing, the ORIGINAL tax return must also be included.
- b. American Samoa tax returns (Form AS-390)
- c. Commonwealth of the Northern Mariana Islands tax returns (Forms 1040-CM, 1040-NMI, 1040NR-CM)
- d. Guam tax returns (Guam Form 1040)
- e. Puerto Rico tax returns (Form 482 or 481) – English version or accompanied by full English translation
- f. US Virgin Islands tax returns (IRS 1040, 1040-NR, 1040-SR or 1040-X)
- g. IRS Transcripts
 - i. We will accept EITHER the “Return Transcript,” “Account Transcript,” OR the “Record of Account Transcript”
 - a. ENSURE to verify either the “EXEMPTION NUMBER” or “EXEMPTIONS” does NOT reflect a ZERO (00) as this indicates someone else can claim them as a dependent (in which case we would require the tax return/transcript of both the applicant AND the individual who is claiming the applicant in order to ascertain TOTAL household income) --- SEE APPENDIX C
 - b. See TAX RETURN 2.c for DEPENDENT clarification and REJECT reason (if required)
 - ii. The “Wage & Income Transcript” is NOT acceptable as it does not provide the filing status, the number of person(s)/dependent(s) claimed, nor the Adjusted Gross Income
- h. Tax year;
 - i. For fee waiver requests **with a received date of January 1st – June 30th**, we will accept tax returns for the two preceding years
 - ii. For fee waiver requests **with a received date of July 1st and after**, we will only accept the preceding year’s tax return
 - iii. **Exception:** If the requestor shows proof of extension, we disregard the July 1st cutoff and continue to accept the previous year
- i. The tax return does not need to be a complete copy; however, it must contain the requestor’s name (either as filer or dependent), the filing status of the person submitting the return, the number of person(s)/dependent(s) claimed and the adjusted gross income.
 - i. **NOTE:** When calculating household size with an IRS 1040, verify “Filing Status,” (Single, Married filing Jointly, Head of Household, Widow(er), etc.), and number of “Dependents.” IF the “**more than four dependents**” box is checked, **REFER BACK TO THE I-912** to validate household size. **No other proof of household size is required.**



- j. If the requestor provides both a tax return and Form I-134, Affidavit of Support, **the analyst will use the document that is dated most recently.**
 - k. Do not accept IRS Form 8879, IRS e-file Signature Authorization, as a valid tax return, nor should it be used to determine household income
2. Determining income from tax returns:
- a. Use the Adjusted Gross Income (AGI), regardless of whether or not the filer was self-employed
 - i. 2020 IRS 1040 AGI = LINE 11
 - b. Add any Social Security Income benefits to the AGI
 - i. Example: **2020 IRS 1040** Line 11 (AGI) + Line 6a – 6b = Annual Income
 - ii. Example: **2020 IRS 1040** Line 11 (AGI) + SSA-1099 Box 3 (with additions) = Annual Income
 - iii. Example: **2020 IRS 1040** Line 11 (AGI) + (Social Security Benefit Letter, monthly benefit before deductions x 12) = Annual Income
 - c. Cross reference the marital status, parental information and dependent claims between the fee waiver request and the tax filing
 - i. If the requestor's filing status (i.e., Single, Married filing Jointly, Head of Household, Widow(er), etc.) does not agree with the marital status declared on the I-912, Immigration forms, or support documents, and the requestor does not provide an explanation or evidence regarding the difference, the analyst should deny for Unable to Determine Household Income.
 - ii. If the requestor has indicated on the tax form that they may be claimed by another person, then the tax forms, or other income verification, for the person claiming the requestor should also be provided. If the information is not provided, the analyst should deny the fee waiver request for Unable to Determine Household Income.
 - iii. Except as noted immediately above, if the requestor provides more than one tax return for the same person and same filing year, the analyst should deny the fee waiver request for Unable to Determine Household Income.
3. IRS Letter of Non-Filing:
- a. An IRS letter confirming an individual did not file a tax return for the tax year required is acceptable evidence of lack of income.
 - b. If the requestor is married and provides an IRS letter for themselves, we require a letter of non-filing from the spouse, or evidence of their income.



IRS Form W-2, Wage and Income Statement

1. Acceptable IRS Form W-2s:
 - a. For fee waiver requests **with a received date of January 1st – June 30th**, we will accept W-2's for the two preceding years.
 - b. For fee waiver requests **with a received date of July 1st and after**, we will require the preceding year's W-2.
2. Determining income from W-2s:
 - a. Use the total wage income and deduct Federal, state, and local income taxes withheld

Pay Statements / Stubs

1. Acceptable pay statements/stubs:
 - a. The requestor must submit pay statements or check stubs for a minimum of the month immediately preceding the receipt of the fee waiver request. If the requestor does not submit pay statements/stubs for that time period, but you are persuaded by pay statements/stubs submitted, discuss with supervisor and add a discussion to the transaction.
 - b. Use overtime and irregular hours in your calculations for determining annual household income.
2. Determining income from pay statements/stubs:
 - a. Use all pay statements/stubs provided.
 - b. Use the "gross pay" (e.g., before taxes and other withholding) listed on pay statements/stub for all calculations
 - c. Calculating weekly pay statements/stubs
 - i. Add the total gross pay from all pay stubs (Minimum of 4)
 - ii. Divide the total pay obtained by the number of pay statements/stubs provided to obtain the average weekly pay
 - iii. Multiply the average weekly pay by 52 to obtain the annual income
 - iv. Compare annual income against FPG
 - d. Calculating bi-weekly pay statements/stubs
 - i. Add the total gross pay from all pay statements/stubs
 - ii. Divide the total pay obtained by the number of pay statements/stubs provided to obtain the average bi-weekly pay
 - iii. Multiply the average bi-weekly pay by 26 to obtain the annual income



- iv. Compare annual income against FPG
 - e. Calculating bi-monthly pay statements/stubs
 - i. Add the total gross pay from all pay statements/stubs
 - ii. Divide the total pay obtained by the number of pay statements/stubs provided to obtain the average bi-monthly pay
 - iii. Multiply the average bi-monthly pay by 24 to obtain the annual income
 - iv. Compare annual income against the FPG
 - f. Calculating monthly pay statements/stubs
 - i. Add the total gross pay from all pay statements/stubs
 - ii. Divide the total pay obtained by the number of pay statements/stubs provided to obtain the average monthly pay
 - iii. Multiply the average monthly pay by 12 to obtain the annual income
 - iv. Compare determined annual income against FPG
3. Refer to the [Household Income Calculator](#) as a tool for adjudicating eligibility based on an income determination.

Other Evidence of Income

1. Acceptable documentation of other evidence of income:
 - a. [Form I-134](#), Affidavit of Support; we will consider that person's income or assets in deciding whether a requestor is eligible for a fee waiver only if that person is currently a member of the requestor's household.
 - b. [Form I-864](#), Affidavit of Support Under Section 213A of the INA; we will consider that person's income or assets in deciding whether a requestor is eligible for a fee waiver only if that person is currently a member of the requestor's household.
 - c. Pension documents. Valid as evidence of income if dated within 12 months of the request/application received date. There is no need to require an additional statement that their pension benefits are their only source of income.
 - d. A means-tested benefit document for a child or household member, other than a spouse, may be considered for income determination if the award letter is dated within 12 months of the request/application received date and indicates the total household income.
 - e. Letter from employer(s) on business stationery stating salary or wages, etc.



- f. SSA or SSDI award letters or Form SSA-1099, dated within 12 months of the request/application received date. No additional statement that the SSA or SSDI is their only income is required.
 - g. Military combat pay should only be considered as income if it is taxable.
 - h. Parental support letters or statements
 - i. Household members letters or statements of providing support
 - j. Alimony or spousal (if separated) support letters or statements
 - k. Child support letters or statements
 - l. Veterans benefits
 - m. Educational scholarships and fellowships
 - n. Unemployment Insurance Payments (Compensation)
 - i. MUST be on official letterhead/stationary and MUST be dated within 30 days of receipt from The Lockbox
2. Unacceptable documentation of other evidence of income:
- a. Earned Income Credit statements
 - b. A 1099-G, Certain Government Payments, by itself, should not be considered as valid evidence of income
 - c. A 1099-MISC, Miscellaneous Income, by itself, should not be considered as valid evidence of income
 - d. A 1099-NEC, Nonemployee Compensation, by itself, should not be considered as valid evidence of income
3. If you identify other evidence that may be used to calculate household income, discuss your findings with your supervisor

Foreign Currency

1. If a requestor provides foreign currency calculations in an English language statement, use an available internet conversion program to convert the foreign currency into US dollars.
2. We will use US 150% Federal Poverty Guidelines regardless of the requestor's country of residence.

If the documents provided do not substantiate the claim that the requestor's household income falls below the FPG, view the transaction for other eligibility criteria, if no other criteria are met, you may deny the request for either Unable to Determine Household Income or Household Income Exceeds Poverty Guidelines.

Financial Hardship



Definition

1. Evidence of a financial hardship will qualify for a fee waiver.
2. Financial hardship may include, but is not limited to, medical expenses of family members, unemployment, eviction and homelessness.
3. Although the requestor's income may be higher than 150% of the Federal Poverty Guidelines, they may qualify for a fee waiver based on financial hardship.
4. Discuss extenuating circumstances with your supervisor.

Process for Adjudicating Financial Hardship

1. Review the details of the requestor's financial hardship
 - a. Requestor's statement
 - b. Affidavits
 - i. From religious institutions, non-profits organizations, community-based organizations, homeless shelters
 - ii. From individuals familiar with requestor's financial hardship
2. Identify all valid sources of income applicable to the household
3. Identify assets that can be easily converted to cash
4. Identify all liabilities and monthly expenses
5. Evaluate the financial hardship as it relates to the requestor's inability to pay
 - a. If the requestor qualifies due to the financial hardship, approve the request
 - b. If the requestor does not qualify based upon financial hardship, deny the request
 - c. If extenuating circumstances, confer with your supervisor
6. If documentation of the financial hardship is incomplete or inconclusive, deny the request

Unemployment – Requestor

1. We will consider the requestor to be unemployed if the requestor has provided any of the following:
 - a. Indicated on the current I-912 form their employment status is unemployed or not employed (item 1.)
 - b. Indicated on the current I-912 form that they are/are not receiving unemployment benefits (item 2.)
 - c. Entered the date they became unemployed (item 2.A)
 - d. Provided a statement that they are unemployed and/or have no income



2. A determination of “unemployed” should not be the sole basis for approving a FWR; the requestor should provide evidence of hardship as described in this SOP.
3. If the requestor is unemployed and indicates household income from any source, they should provide documentation or statements for the income.
4. If the transaction contains conflicting evidence of income, you may deny for Unable to Determine Household Income and/or Financial Hardship.

Evidence of Hardship

1. To determine financial hardship, consider the requestor’s assets, liabilities and expenses.
2. The requestor should provide evidence regarding the types and values of their assets and liabilities, such as copies of monthly bills and/or payments.
 - a. Assets include real estate, property, cash, checking and savings accounts, stocks, bonds, and annuities (except for pension plans and Individual Retirements Accounts).
 - b. In review of the assets, determine if they could be easily liquidated without the requestor incurring a hardship.
 - c. Liabilities expenses include rent, mortgage, lease, and average monthly cost of food, utilities, child care and elder care, medical expenses, tuition costs, commuting costs and monthly payments on any lawful debts.
3. The requestor should provide a description of the financial hardship and why they cannot provide evidence of income, if applicable.
4. The requestor may provide additional evidence in the form of an affidavit from a religious institution, non-profit, or community based organization verifying that they are currently receiving some benefit or support from them.
5. The requestor may provide additional evidence in the form of an affidavit or statement from individuals familiar with the requestor’s financial hardship
6. The requestor may claim a “vow of poverty” in support of a religious order as a basis for requesting a fee waiver. The request should include:
 - a. A statement made by the requestor that they have taken a vow of poverty in support of a religious order, and
 - b. A letter from the religious order, with official letterhead, stating that the requestor has taken a vow of poverty in support of the religious order.



- c. Requestor's claiming vow of poverty may receive a stipend (not the same as a paycheck). If they do, ensure that the annual stipend amount falls under 150% of the FPG prior to approving the fee waiver request.
 - d. If the requestor has met these criteria, then the fee waiver request should be approved.
7. A verification letter from a homeless shelter is acceptable if received within six months of the issue date.

Review Considerations for Financial Hardship

1. Analyze a requestor's inability to pay equally.
2. Do not give special preference/consideration based on the requestor's immigration status (e.g. Legal Permanent Residence), age, or current legal status (e.g. incarceration).
3. The totality of all evidence within a transaction should be utilized to make an informed decision.
4. The requestor is expected to use any cash and/or liquid assets (e.g. assets that can be converted to cash within 48 hours) to pay the fee. The requestor is not expected to convert assets that require more time to liquidate, such as a house, car, etc.
5. If documentation does not substantiate the claim for financial hardship and no other inability to pay criteria are met, deny the request for Financial Hardship.

Cases for Special Consideration

Violence Against Women's Act (VAWA)

1. Certain VAWA-related filings, with or without fee waiver requests, must be sent to the Vermont Service Center (VSC) using the Special Status task. No decisioning, including fee waiver adjudication, is conducted prior to setting Special Status.
2. Examples of VAWA include, but are not limited to:
 - a. Form I-360 marked "I", "J", or "K" in Part 2, Classification Request
 - b. Form I-485 based upon VAWA classification (either with concurrent I-360 or I-797 Receipt Notice for pending/approval VAWA I-360)
 - c. I-765 for VAWA, T or U Non-Immigrant.
3. Do not set Special Status for N-Forms (N-400, N-336, etc.).

Special Immigrant Juvenile (SIJ)



1. SIJs must submit a valid fee waiver request and acceptable evidence of their classification or inability to pay.
2. Acceptable documentation:
 - a. State or juvenile court order establishing dependency or custodial assignment (regardless of date)
 - b. Letter from a foster care home or similar agency overseeing the SIJ's custodial placement that describes the SIJ's inability to pay.
 - c. Form I-797 Approval Notice for a Form I-360 filed for the SIJ
 - d. Form I-797 Receipt Notice for a Form I-360 filed for the SIJ (verify in PCQS that filed I-360 for SIJ is **PENDING** or **APPROVED** or **ADMIN CLOSED**)
 - e. When reviewing a fee waiver request (and no I-360 or I-797 is included), and the requestor writes "Special Immigrant Juvenile" or "SIJ" somewhere on the form or in support, verify in PCQS if the requestor has filed an I-360 for Special Immigrant Juvenile and the status is **PENDING** or **APPROVED** or **ADMIN CLOSED**.
 - f. MTB, income, or financial hardship documents consistent with the applicable sections of this document.
3. Form I-485 filings based on SIJ classification need only be accompanied with:
 - a. Valid fee waiver request
 - i. The SIJ is not required to complete the MTB, Income, or Financial Hardship sections of the form I-912
 - ii. The SIJ is not required to show proof of income
 - b. Evidence that the applicant was approved or filed for SIJ classification
 - i. Concurrent I-360 requesting classification as SIJ or;
 - ii. I-797 approval notice for Form I-360 with classification as SIJ or;
 - iii. I-797 receipt notice for Form I-360 with classification as SIJ that is **PENDING** or **APPROVED** status in PCQS
4. SIJ fee waiver rules apply to:
 - a. Applications filed in pursuit of legal permanent residence (I-485), to include an I-601 (submitted concurrently with an I-485 package, or stand-alone while the I-485 is pending), and
 - b. Stand-alone I-765 filed while the I-485 is **PENDING**
 - c. I-290B as a motion or appeal for an I-360, I-485, I-601, I-765 filed for the SIJ
5. SIJ fee waiver rules do not apply to:
 - a. I-90 or N-400, as they will no longer be a ward of the state



- b. Requestors filing for an I-90 or N-400 who previously adjusted as an SIJ are subject to the normal fee waiver review rules
6. Discuss with your supervisor before denying a fee waiver request from a Special Immigrant Juvenile. See [Form Specific Actions for Approval / Denial](#) for proper EBDS procedures for SIJ filings.

Deferred Action for Childhood Arrivals

1. DACA filings, including stand-alone I-765 filed in the DACA program, are not eligible for a fee waiver
2. The applicant may request an exemption
3. See the [I-821D, Application for Deferred Action for Childhood Arrivals](#) or [I-765, Application for Employment Authorization](#) SOP for further instruction

Foster Children

1. The foster child must submit a valid fee waiver request
2. Acceptable documentation includes a letter from a foster care home or similar agency overseeing the foster child's custodial placement that describes the inability to pay.

Leniency

1. You may apply leniency for fee waivers filed by requestors from countries identified by USCIS, under their "[Humanitarian](#)" heading. Ensure you reference both the "Latest Headlines," as well as the "[Special Situations](#)" tab to cross reference any eligible countries or Natural Disasters that may qualify. Leniency can be considered if USCIS has designated the requestor's country of nationality to be eligible for relief and the requestor provides either or both of the following:
 - a. A statement or documentation that the requestor has an inability to pay due to financial hardship as a result of an event.
 - b. A statement that the requestor has an inability to pay and cannot provide documentation of their inability to pay as a result of an event.
2. Approving a fee waiver request from individuals eligible for relief should be based on the merits of the totality of the request and should meet the same standard criteria applied to fee waiver requests from individuals not eligible for relief.
3. Fee waiver requests should not be approved based solely on the country of nationality or simply being eligible for relief.
4. Leniency may be applied for all fee waiver eligible forms submitted by the requestor.



Decision

Final Consideration

1. Some fee waiver requests you encounter will not seem to fit the decision model presented in this document. In some cases, the requestor will not provide the documentation you were expecting or the requestor's situation is unusual.
2. Before you deny a request such as this, review the entire fee waiver request package again keeping the following in mind:
 - a. Did I miss something?
 - b. What is the requestor trying to tell me?
3. These types of requests may require some additional work. You may have to:
 - a. Make an independent assessment of benefits received by the requestors
 - b. Make an independent assessment of the household income
 - c. Assess the totality of the requestor's situation
 - d. Assess whether the waiver request is consistent with the benefit being requested
 - e. Assess whether the fee for the benefit being requested is one of the higher or less expensive fees we collect. The amount of the fee, as well as the number of forms filed, may affect whether paying it is a hardship or not.
4. These types of cases may require knowledge or expertise that you may not have.
5. Do not hesitate to consult other members of your team or your supervisor
6. You have the authority to grant the fee waiver request if you determine by all of the information and support documentation provided that the requestor demonstrates an inability to pay.
7. If after review and reassessment, if applicable, you find that there is insufficient justification and/or support, you have the authority to deny the fee waiver request.

To Approve

1. Click the
- (b)(7)(e)
2. This will waive the fees for the application(s) selected
3. See [Job Aid](#) (Granting, Denying, and Removing Fee Waivers in EBDS OnBase) for step-by-step process.

To Deny



1. Use the Modify Fee task
2. Select the applicable denial reasons to generate the appropriate verbiage on the I-797C, Rejection Notice.
3. Select all reasons that apply. At a minimum, select the reject reason(s) for each item checked under the “Basis for Your Request” on the I-912.
4. Use the “Cannot Determine Reason” denial reason if the requestor does not explain the reason why they asking for a fee waiver and no support documents are provided.
5. For multiple forms within a transaction:
 - a. Except as noted directly below, record the decision for each application within the transaction for which a fee waiver was requested.
 - b. For example, if a transaction contains five N-600 applications, each with a fee waiver request and the fee waiver is being denied for all, use the Modify Fee task with the appropriate denial reason for each application. This will ensure proper documentation and reporting, as well as the correct reject language for each application denied.
6. See Job Aid (Granting, Denying, and Removing Fee Waivers in EBDS OnBase) for step-by-step process.

Form Specific Actions for Approval / Denial

1. I-485 with concurrent I-765 (c)(9) and/or I-131(type B or D):
 - a. Approve or deny the fee waiver on each application.
 - b. If necessary, split/reject ineligible I-131 from fee waived I-485
 - c. If I-485 FWR denied, all applications will be rejected.
2. I-485 based on concurrent I-360 for Special Immigrant Juvenile:
 - a. Do not waive the fee on the I-360. **There is no fee for an SIJ I-360, and fee waiver processing on that form will cause an inquiry from Headquarters.**
 - b. Approve or deny the fee waiver on the I-485/I-765/I-131 per 1.a-1.c, above.
 - c. Split/reject any FWR denied applications from the I-360.
3. I-821/I-765 TPS: Approve or deny the fee waiver for both applications.
4. N-300, N-470: Manually processed forms. See Manually Processed Forms SOP

Discussions

1. Adding discussions is highly encouraged for supervisor-directed decisions and for any approval or denial decision that took additional consideration and/or effort.



2. Adding a discussion to a transaction with your decision will aid in any future review of the fee waiver request, especially those cases which are not easily adjudicated or involve special circumstances or considerations.
3. Best practices for writing discussions:
 - a. Discussions should be placed in the subject line of the “Create Discussion Thread” box at the transaction level within EBDS.
 - b. Discussions should be short and concise, for example, “Denied-No Evidence of MTB” or “Approved-Valid MTB pg. 26”.
4. See [Discussions](#) job aid for additional information.



Appendix A: N-Form Expedite Request Cover Sheet

N-FORM EXPEDITE REQUEST COVER SHEET		
<small>(Requests to a Lockbox facility, Nebraska Service Center (NSC), or National Benefits Center (NBC))</small>		
Application Being Sent To:	Check the box that applies (Check only one)	
Lockbox facility and then NBC	<input type="checkbox"/>	
NSC <small>(Military related Forms N-400 or N-600K only)</small>	<input type="checkbox"/>	
Requesting Field Office Code (FCO)		
USCIS Field Office Contact Information		
USCIS Point of Contact (POC) Employee Name		
Phone Number		
Email Address		
Applicant Information		
Applicant's Name		
Applicant's USCIS A-Number		
Time Applicant in the United States <small>(if applicable) (mm/dd/yyyy)</small>		
Prospective Application Interview Date		
Application Type	Check the box that applies (Check only one)	
N-300	<input type="checkbox"/>	
N-336	<input type="checkbox"/>	
N-470	<input type="checkbox"/>	
N-400	<input type="checkbox"/>	
N-400 (Military)	<input type="checkbox"/>	
N-600	<input type="checkbox"/>	
N-600K	<input type="checkbox"/>	
N-600K (Military)	<input type="checkbox"/>	
Expedite Justification	Choose an item.	
<p><u>Indicate which specific expedite the applicant appears to need. Expedite criteria are referenced in the "Expedite Process Explanation and Criteria..." document.</u></p> <p>NOTE: "Choose an item" is a drop down box listing the expedite criteria</p>		
Field Office Director's Printed Name	Field Office Director's Signature	Date (mm/dd/yy)



Appendix B: DOS Customer Notice



**U.S. Department of State
Bureau of Consular Affairs
Passport Services**

Replacing Your Permanent Resident Card Information Notice

You have received this notice because your Permanent Resident Card was cancelled in error while processing your passport application. The Department of State returned your cancelled Permanent Resident Card to U.S. Citizenship and Immigration Services (USCIS).

In order to receive a replacement Permanent Resident Card, please visit the USCIS website at www.USCIS.gov. Under the "forms" section, select the "Application to Replace Permanent Resident Card, I-90 form" and follow the instructions for electronic filing or mailing.

Because your Permanent Resident Card was canceled due to agency error while processing your passport application, you may request a fee waiver. Submit your request in writing, typed or legibly handwritten and signed together with this customer notice received from the Department of State as evidence in support of the request. This should be submitted with your completed form I-90.

If you need a temporary Permanent Resident Card, have any questions or need assistance, please call USCIS's National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TDD for the hearing impaired). This service is available in English and Spanish. If you are outside the United States, please contact your local U.S. embassy or consulate.



Appendix C: IRS Transcripts

When referencing an IRS Transcripts ensure you are verifying the Exemption Number / Exemptions as highlighted below. An Exemption Number / Exemptions= 00 or 0 indicates SOMEONE ELSE can claim the applicant as a dependent, in which case we would require the tax return/transcript of both the applicant AND the individual who is claiming the applicant in order to ascertain total household income.

Tax Return Transcript

Tax Return Transcript	
	SSN Provided: XXX-XX-████████
	Tax Period Ending: Dec. 31, 2019
The following items reflect the amount as shown on the return (PR), and the amount as adjusted (PC), if applicable. They do not show subsequent activity on the account.	
NAME(S) SHOWN ON RETURN: ██████████	SSN: ██████████ SPOUSE SSN: ██████████
ADDRESS: 10712	
FILING STATUS:	Married Filing Joint
FORM NUMBER:	1040
CYCLE POSTED:	20200905
RECEIVED DATE:	Apr.15, 2020
REMITTANCE:	\$0.00
EXEMPTION NUMBER:	04
OTHER DEPENDENT CREDIT TOTAL ELIGIBLE PER COMPUTER:	01
OTHER DEPENDENT CREDIT TOTAL ELIGIBLE VERIFIED:	00
EXEMPTION NUMBER:	4
DEPENDENT 1 NAME CTRL:	
DEPENDENT 1 SSN:	██████████
DEPENDENT 2 NAME CTRL:	
DEPENDENT 2 SSN:	
DEPENDENT 3 NAME CTRL:	
DEPENDENT 3 SSN:	
DEPENDENT 4 NAME CTRL:	
DEPENDENT 4 SSN:	
PTIN:	
PREPARER EIN:	



In the example below, we would ALSO require the tax return for the individual claiming this applicant as a dependent
as their EXEMPTION NUMBER = 0

Tax Return Transcript	
SSN Provided: XXX-XX-XXXX	
Tax Period Ending: Dec. 31, 2018	
The following items reflect the amount as shown on the return (PR), and the amount as adjusted (PC), if applicable. They do not show subsequent activity on the account.	
NAME(S) SHOWN ON RETURN: [REDACTED]	SSN: [REDACTED] SPOUSE SSN: [REDACTED]
ADDRESS: 3041 W	
FILING STATUS:	Single
FORM NUMBER:	1040
CYCLE POSTED:	20190705
RECEIVED DATE:	Apr.15, 2019
REMITTANCE:	\$0.00
EXEMPTION NUMBER:	00
OTHER DEPENDENT CREDIT TOTAL ELIGIBLE PER COMPUTER:	00
OTHER DEPENDENT CREDIT TOTAL ELIGIBLE VERIFIED:	00
EXEMPTION NUMBER:	0
DEPENDENT 1 NAME CTRL:	
DEPENDENT 1 SSN:	
DEPENDENT 2 NAME CTRL:	
DEPENDENT 2 SSN:	
DEPENDENT 3 NAME CTRL:	
DEPENDENT 3 SSN:	
DEPENDENT 4 NAME CTRL:	
DEPENDENT 4 SSN:	
PTIN:	
PREPARER EIN:	
Income	
WAGES, SALARIES, TIPS, ETC:.....	\$11,259.00



Account Transcript

Account Transcript

FORM NUMBER: 1040 TAX PERIOD: Dec. 31, 2019

TAXPAYER IDENTIFICATION NUMBER: [REDACTED]
SPOUSE TAXPAYER IDENTIFICATION NUMBER: [REDACTED]
[REDACTED]

--- ANY MINUS SIGN SHOWN BELOW SIGNIFIES A CREDIT AMOUNT ---

ACCOUNT BALANCE:	0.00	
ACCRUED INTEREST:	0.00	AS OF: Mar. 23, 2020
ACCRUED PENALTY:	0.00	AS OF: Mar. 23, 2020

ACCOUNT BALANCE
PLUS ACCRUALS
(this is not a
payoff amount): 0.00

** INFORMATION FROM THE RETURN OR AS ADJUSTED **

EXEMPTIONS:	04
FILING STATUS:	Married Filing Joint
ADJUSTED GROSS INCOME:	204,767.00
TAXABLE INCOME:	180,367.00
TAX PER RETURN:	29,137.00
SE TAXABLE INCOME TAXPAYER:	0.00
SE TAXABLE INCOME SPOUSE:	0.00
TOTAL SELF EMPLOYMENT TAX:	0.00



Record of Account

Record of Account

FORM NUMBER: 1040 TAX PERIOD: Dec. 31, 2019

TAXPAYER IDENTIFICATION NUMBER: [REDACTED]
SPOUSE TAXPAYER IDENTIFICATION NUMBER: [REDACTED]
[REDACTED]

--- ANY MINUS SIGN SHOWN BELOW SIGNIFIES A CREDIT AMOUNT ---

ACCOUNT BALANCE:	0.00	
ACCRUED INTEREST:	0.00	AS OF: Mar. 23, 2020
ACCRUED PENALTY:	0.00	AS OF: Mar. 23, 2020

ACCOUNT BALANCE
PLUS ACCRUALS
(this is not a
payoff amount): 0.00

** INFORMATION FROM THE RETURN OR AS ADJUSTED **

EXEMPTIONS:	04
FILING STATUS:	Married Filing Joint
ADJUSTED GROSS INCOME:	204,767.00
TAXABLE INCOME:	180,367.00
TAX PER RETURN:	29,137.00
SE TAXABLE INCOME TAXPAYER:	0.00
SE TAXABLE INCOME SPOUSE:	0.00
TOTAL SELF EMPLOYMENT TAX:	0.00



Appendix D: Benefit Letter from Third-Party Insurance Provider

Provided there are no fraud-related issues or concerns, we will accept letters from third party insurance providers (or other similar agencies) as proof that the applicant is in receipt of a means tested benefit as long as it contains the requisite information necessary as outlined within this SOP – Acceptable Programs and Documentation

If you are unsure on the validity of the document, check with your supervisor BEFORE rejecting the transaction

SHARRON A. MACKEY, MHS, MPA
CHIEF EXECUTIVE OFFICER
DENNIS HSIEH, MD, JD
Chief Medical Officer

MEMBERSHIP MAINTENANCE
595 Center Avenue, Suite 100
Martinez, California 94553
Main Number: 925-313-6000
Member Call Center: 877-661-6230
Provider Call Center: 877-800-7423
Fax: 925-313-6614
www.contracostahealthplan.org
Se Habla Español

**CONTRA COSTA
HEALTH PLAN**
A Division of Contra Costa Health Services
A Culture of Caring for 45 Years

November 10, 2020

Edwin
Antioch, CA 94509

To Whom It May Concern:


(b)(6) RE [REDACTED]

The above listed subscriber is an active member of the Contra Costa Health Plan through Medi-Cal effective June 1, 2020 through Current. Covered services for this member must be provided at Contra Costa Health Plan facilities through authorized Plan providers. Coverage for care out of the area is restricted to emergency services while the member is outside of the service areas. No services are covered outside the United States, except for emergency services requiring hospitalization in Canada or Mexico only. Urgent services and out-of-state treatment plans may be covered out of area only under limited conditions. Any services provided before or after the member's effective dates are not covered. Dental is through Denti-cal.

For further information, to verify on going insurance coverage for authorization for medical services, call Contra Costa Health Plan 1-877-661-6230.

Sincerely,

Membership Maintenance Unit

 • Contra Costa Behavioral Health Services • Contra Costa Emergency Medical Services • Contra Costa Environmental Health & Hazardous Materials Programs •
• Contra Costa Health, Housing & Homeless Services • Contra Costa Health Plan • Contra Costa Public Health • Contra Costa Regional Medical Center & Health Centers •

