

## EXHIBIT

Texas Service Center Premium Processing: refusal to assist on premium processing cases post-approval when there have been delays in transferring the approved I-140's to the NVC.

### Example #1:

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**From:** Processing.140, TSC-Premium <[TSC-Premium.140@uscis.dhs.gov](mailto:TSC-Premium.140@uscis.dhs.gov)>

**Sent:** Wednesday, February 9, 2022

**To:** XXXXXXXXXXXX

**Subject:** XXXXXXXXXXXXXXXXXXXX

Good afternoon,

Thank you for your Form I-140 inquiry on XXXXXXXXXXXX. Please note that this mailbox is reserved for Form I-140 petitions currently under Premium Processing.

Our records indicate the Form I-140 was approved on December 21, 2021. Therefore, because a final decision was rendered on the Form I-140, the petition is no longer eligible for expedited processing and we are unable to assist you with your Form I-140 inquiry. For further information or concerns, you may visit <https://egov.uscis.gov/e-request/Intro.do> and/or contact the National Customer Service Line at 1-800-375-5283.

Best regards,

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### Example #2:

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**From:** TSC-Premium Processing <[TSC-Premium.Processing@uscis.dhs.gov](mailto:TSC-Premium.Processing@uscis.dhs.gov)>

**Sent:** Thursday, May 19, 2022 XXXXXXXX

**To:** XXXXXXXXXXXXXXXXXXXX

**Subject:** Automated Response

Thank you for contacting the Texas Service Center (TSC). TSC is answering all Premium Processing related email inquiries via [TSC-Premium.Processing@uscis.dhs.gov](mailto:TSC-Premium.Processing@uscis.dhs.gov). If your case is Premium Processing, you will receive a timely response via this email.

**If your case has already been approved or is not a Premium Processing case, it will not be handled via this mailbox.** You will need to submit a standard inquiry. To ensure customer inquiries are handled as effectively and quickly as possible, we ask that you call our USCIS Contact Center, which is available Monday through Friday, 8:00 AM – 6:00 PM, PST at 1-800-375-5283 or 1-800-767-1833 (TDD for the hearing impaired). You can submit an E-request via <https://egov.uscis.gov/e-Request/Intro.do>. The USCIS Contact Center will track your inquiry with TSC to resolution.

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