# Change of Address Protocol

- **USCIS** – There is a form called AR-11, which can be found here: https://www.uscis.gov/ar-11. Each family member needs to complete the form and mail it to USCIS. The mailing address can be found on the form. Please note that families are often unaware of their A-Number, which is required on the form. This can be found in their refugee travel letter, Green Card or any paperwork they have filed with USCIS or immigration courts. Each person should have their own A-Number. The AR-11 form can also be filed online through the USCIS website. To do so, the individual needs to have a USCIS account. This site has instructions on how to create one: https://www.uscis.gov/file-online/how-to-create-a-uscis-online-account.

- **Immigration Courts** – This does not apply to refugees, only to asylum seekers and other individuals with active cases in immigration courts. To change their address with the court, they have to mail or submit electronically the Change of Address Form (EOIR-33/IC). This form can be found and submitted online at this website: https://respondentaccess.eoir.justice.gov/en/forms/eoir33ic/

- **USPS** – Families can go to the post office in person to update their address or do it here: https://moversguide.usps.com/. Individuals can also sign up for Informed Delivery at the USPS website. This service will send them an email early every morning detailing what is coming in the mail for them that day. It is a free service and can be really useful if people are expecting important documents in the mail.

- **DHHS** – Families can either visit the DHHS office in person or send an email to **farmington.dhhs@maine.gov**. The email should include their full name, date of birth, DHHS ID, and their new address. This email must be sent from the applicant's own email account unless they have officially added you as an authorized representative. Families can also do this and manage their benefits online if they create an account at https://www.mymaineconnection.gov/

- **IOM** – This is the agency that handles travel loans. for refugees, so this will only apply if your family entered the US as refugees. Families should email **travelloan@rtap-llc.org** with their full name, date of birth, A-Number, and new address to ensure they continue receiving information about their loan payments. We recommend that families create an account at https://consumer.iom.int/ because they will be able to to change their address, check the remaining balance in their loan and make payments there.

- **Doctor's Office** – families can either call or visit their doctor's office in person to update their address. If they are moving out of state they should request a copy of the students' school transcripts to bring with them.

- **Schools** – An address change in this case might also mean a change in schools, so it is important to notify both the school they are attending now and the one they will attend after the move. If they are moving out of state they should request a copy of their medical history and vaccination record to bring with them

- Please advise families to complete these updates within **10 days** of moving.
  The **USCIS** update is especially important for their green card if they are refugees.