

SERVICE CENTER INFORMATION LINES TO BE CENTRALIZED

May 7, 2003

BCIS has announced that it will implement a "national" 800 customer service telephone number beginning May 12 or 13. This number will be in addition to the individual Service Center numbers currently in place for the four regional BCIS Service Centers. Approximately two weeks later, at the end of May 2003, BCIS intends to terminate the individual BCIS Regional Service Center information numbers, other than premium processing, and require that all calls go to the National 800 Customer Service number. Inquiries that require a response by a BCIS Regional Service Center will be forwarded to the appropriate service center by the 800 number officer. It is anticipated that the service center will reply to the all such inquiries by mail.