

# Immigration Information

[TEXT ONLY](#) [HOME](#) [WHAT'S NEW](#) [FAQS](#) [SEARCH](#) [GLOSSARY](#)

[TRANSLATE](#) [PRINTPAGE](#)

[CONTENTS](#) [PREVIOUS](#) [NEXT](#) [QUERY](#) [QUERY HELP](#) [CLEAR SEARCH](#) [HIT LIST](#) [PREVIOUS HIT](#) [NEXT HIT](#) [LAW](#)

INSERTS/Adjudicator's Field Manual - Redacted Public Version/Adjudicator's Field Manual - Redacted Public Version (3 of 3), Customer Service./2.3 Our Customers.

## **2.3 Our Customers.**

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Like other Federal agencies, the USCIS has customers both inside and outside the agency. These customers include applicants; the American people; the U.S. Congress; USCIS coworkers; other Federal agencies; American businesses; and American schools, colleges, and universities. While all these customers are important, this section will focus on the customer with whom you have the most day-to-day contact: the applicant. The following principles, however, should guide your interactions with all USCIS customers.

For many applicants, the entire application process is very stressful and filled with uncertainty. While your duty is to make decisions based on the law, if you are courteous, professional and knowledgeable, you can help reduce some of the applicant's stress, help ensure a quality experience with the USCIS, and encourage the applicant to cooperate with you during the interview.

[Go to the Ne](#)