

(b)(6) (b)(7)(C) (b)(7)(F)
From: [REDACTED]
Subject: RE: [External] RE: NC Bulk Upload
To: [REDACTED]
Sent: May 6, 2026 2:07 PM (UTC-05:00)

Sounds good, thanks [REDACTED]

Thanks,

[REDACTED]

Chief Information Officer
North Carolina State Board of Elections

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Wednesday, May 6, 2026 2:02 PM
To: [REDACTED]@ncsbe.gov>; [REDACTED]@ncsbe.gov> [REDACTED]
[REDACTED]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

CAUTION: External email. Do not click links or open attachments unless verified. Report suspicious emails with the Report Message button located on your Outlook menu bar on the Home tab.

Good afternoon, [REDACTED]

The developers have informed me that this email bug has been fixed—you shouldn't be receiving any more of those. Thanks for the heads-up on it!

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@ncsbe.gov>
Sent: Monday, April 27, 2026 4:25 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@ncsbe.gov> [REDACTED]
[REDACTED]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

Yep, here's 4 examples. The 437 were all that came through so it stopped at 5:50pm. Not sure if that was a block on our email server or you only sent out that many.

Thanks,

[REDACTED]

Chief Information Officer
North Carolina State Board of Elections

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Monday, April 27, 2026 4:21 PM

(b)(6)

To: [redacted]@ncsbe.gov; [redacted]@ncsbe.gov; [redacted]
[redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

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(b)(6) Sure, [redacted] I can get with our technical folks to follow up on that. It shouldn't be toggled on for bulk upload cases—something must've been switched on in error. Can you send some examples of the emails you've received? The developers are asking for them—they never believe us front-line people, and always want evidence... 😊

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@ncsbe.gov>

Sent: Friday, April 24, 2026 6:06 PM

To: [redacted]@uscis.dhs.gov; [redacted]@ncsbe.gov; [redacted]
[redacted]@ncsbe.gov>

Subject: Re: [External] RE: NC Bulk Upload

[redacted] can we turn off the email notifications? Seems like I'm getting one for each case. I got 436 from 5:40-5:50 then it stopped. Not sure if our system is blocking them now or if the 436 is all that needed to be sent as a subset of the full list.

Thanks,

[redacted]

Chief Information Officer

North Carolina State Board of Elections

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, April 22, 2026 1:51 PM

To: [redacted]@ncsbe.gov; [redacted]@ncsbe.gov; [redacted]
[redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

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I'm confident you'll be able to breathe easily. Talk to you Friday.

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@ncsbe.gov>

Sent: Wednesday, April 22, 2026 1:48 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@ncsbe.gov>; [redacted]
[redacted]@ncsbe.gov>

Subject: Re: [External] RE: NC Bulk Upload

Thanks, [redacted] That's about as good an answer as I was hoping for, and good news. If even half of those escalated cases turn out to be verified citizens I will breathe much easier. Talk to you Friday.

[redacted]

[redacted]

Chief of Staff (b)(6)

NC State Board of Elections

Phone: [redacted]

[redacted]@ncsbe.gov

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From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Wednesday, April 22, 2026 1:44:02 PM

To: [redacted]@ncsbe.gov>; [redacted]@ncsbe.gov>; [redacted]
[redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

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You got it—Friday at 10am is locked in. I'll send you a calendar invitation shortly...

As far as the 7k or so escalated cases, I'd say that having only 0.1% of cases go to manual verification out of the 7M+ submissions is actually a pretty good number. But I understand it's always the ones that don't travel down the happy path that get the most scrutiny, and for good reason... But yes, a good chunk—if not a strong majority—of the escalated cases will end up being citizens most likely, although that's just based on past experience and not necessarily because of anything related to your data set specifically. And no, I can't provide a ballpark percentage other than what I've already said here—it really varies by geographical demographic.

Our verifiers will look into each of those cases and review the pertinent records to ensure SAVE responds with the correct status for each of these individuals. But it takes a little time since it's a person doing the detailed review, and not an algorithm, so it won't necessarily be an immediate turnaround. However, we're prioritizing your cases so that they'll be completed ASAP...

Let me know if that answers your question sufficiently, and I'm happy to address any other questions you might have in advance of our Friday meeting... Thanks!

[Redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[Redacted]

@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [Redacted]@ncsbe.gov>

Sent: Wednesday, April 22, 2026 12:33 PM

To: [Redacted]@uscis.dhs.gov>; [Redacted]@ncsbe.gov>; [Redacted]
[Redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

[Redacted]

Let's lock in 10:00 on Friday, please. I'd love to do 3:30 today because I have some burning questions, but we have a state board meeting at 2:00 I'm afraid may run over and I want to be respectful of your schedule. That said, maybe you can answer one of those burning questions quickly and easily:

Our initial results came back with roughly 7k "escalated" cases, and that number seemed awfully high to us. Based on the experience of other states, and I'm by no means going to hold you to this, can you provide any sort of ballpark for what percentage of those escalated cases typically turn into bona fide cases of potential non-citizens we will have to put through our process?

Thanks in advance and look forward to catching up Friday,

[Redacted]

[Redacted]

Chief of Staff

O: [Redacted]

(b)(6) (b)(7)(C) (b)(7)(F)



From: [Redacted]@uscis.dhs.gov>

Sent: Wednesday, April 22, 2026 12:21 PM

To: [Redacted]@ncsbe.gov>; [Redacted]@ncsbe.gov>

Cc: [redacted]@ncsbe.gov> (b)(6)

Subject: RE: [External] RE: NC Bulk Upload

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Sure, I can do this afternoon at 3:30 as discussed, or we can wait until Friday if you prefer—I'm good either way. If Friday, I'm open from 10 to noon and from 2 to 3pm...

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@ncsbe.gov>

Sent: Wednesday, April 22, 2026 8:17 AM

To: [redacted]@uscis.dhs.gov>; [redacted]@ncsbe.gov>

Cc: [redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

[redacted] that's no problem. Would you have some availability on Friday? Looking at our calendars, I think the three of us should be pretty free most of the day.

Thanks,

[redacted] **Deputy General Counsel**

North Carolina State Board of Elections

430 N Salisbury Street

Raleigh, NC 27611

Main Line: [redacted]

Direct: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, April 22, 2026 7:55 AM

To: [redacted]@ncsbe.gov>; [redacted]@ncsbe.gov>

Cc: [redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

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I'm so sorry, [redacted] but the 12:30 slot has been taken. Can we still do 3:30? If so, I'm happy to send the invitation...

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@ncsbe.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Tuesday, April 21, 2026 4:26 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@ncsbe.gov>
Cc: [redacted]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

Let's go with 12:30-1pm. Would you like to set up the Teams call, or would you prefer we do?

Thanks,

[redacted] | **Deputy General Counsel**
North Carolina State Board of Elections
430 N Salisbury Street
Raleigh, NC 27611
Main Line: [redacted]
Direct: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, April 21, 2026 3:38 PM
To: [redacted]@ncsbe.gov>; [redacted]@ncsbe.gov>
Cc: [redacted]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

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Absolutely, happy to discuss! I'm free from 12:30 to 1pm, or from 3:30 to 4pm tomorrow—take your pick.

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov
(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@ncsbe.gov>
Sent: Tuesday, April 21, 2026 2:53 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@ncsbe.gov>
Cc: [redacted]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

[redacted]

We're starting to review the results that we've received so far and had a question or two on the numbers and next steps. Would you have some availability for a short call tomorrow (I would think no more than 15-20 minutes) between 12:30-1:30pm or after 3:30pm?

Thanks,

[redacted] | **Deputy General Counsel**
North Carolina State Board of Elections
430 N Salisbury Street
Raleigh, NC 27611 (b)(6)

Main Line: [redacted]

Direct: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, April 17, 2026 4:35 PM

To: [redacted]@ncsbe.gov>; [redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

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The algorithm doesn't key on the middle name, so it doesn't really matter. It's there in case you HAD to put it in there as part of the data transfer...

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@ncsbe.gov>

Sent: Friday, April 17, 2026 4:19 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload

Thanks [redacted] one last question I couldn't remember or see in the documentation/training, if we only have a partial of a middle name (like the first initial), is it best to include that or leave it off?

Thanks,

[redacted]

Chief Information Officer
North Carolina State Board of Elections

[redacted]

From: [redacted]@uscis.dhs.gov>

Sent: Friday, April 17, 2026 12:36 PM

To: [redacted]@ncsbe.gov>

Cc: [redacted]@ncsbe.gov>

Subject: RE: [External] RE: NC Bulk Upload (b)(6) (b)(7)(C) (b)(7)(F)

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Good afternoon [redacted]

Excellent—glad to hear it! A few final words of caution:

- Please ensure the correct data is in the right columns. No "records numbers" in the A# column or anything like that—just A#s in the A# column, Natz #s in the Natz column, and SSNs in the SSN column.

- Also, if you're using the last-4 of the SSN, please make sure that column type has been changed to Text so that the leading zeroes won't be chopped off.
- Finally, please ensure that your file are no larger than 1M records each.

We've discussed all this before, but I just wanted to reiterate it one last time... Please let me know if you have question on any of this—otherwise, we're ready to receive your files!

[Redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[Redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [Redacted]@ncsbe.gov>
Sent: Friday, April 17, 2026 12:01 PM
To: [Redacted]@uscis.dhs.gov>
Cc: [Redacted]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

[Redacted]

We should be good to go with the bulk upload this afternoon. Thanks again for helping with the coordination, and I'm sure we'll be in touch again next week with any questions after we get the results.

Thanks,

[Redacted] | **Deputy General Counsel**
North Carolina State Board of Elections
430 N Salisbury Street
Raleigh, NC 27611
Main Line: [Redacted]
Direct: [Redacted]

From: [Redacted]@uscis.dhs.gov>
Sent: Thursday, April 16, 2026 9:21 AM (b)(6) (b)(7)(C) (b)(7)(F)
To: [Redacted]@ncsbe.gov>
Cc: [Redacted]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

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Ok, well I'm sure we can find a window of time for you in the first half of the week if Friday doesn't work out. Let's get to Friday and see where we're at before we start gameplanning too much into Plan B...

[Redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[Redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@ncsbe.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, April 16, 2026 9:10 AM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@ncsbe.gov>
Subject: Re: [External] RE: NC Bulk Upload

Maybe sometime in the first half of the week, if that would be workable on your end. I still expect that Friday afternoon is when we do the upload, but it's always nice to have a back up plan.

Thanks,

[redacted] | **Deputy General Counsel**

North Carolina State Board of Elections

430 N Salisbury street

Raleigh, NC 27611

Main Line: [redacted]

Direct: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, April 16, 2026 8:03:21 AM
To: [redacted]@ncsbe.gov>
Cc: [redacted]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

CAUTION: External email. Do not click links or open attachments unless verified. Report suspicious emails with the Report Message button located on your Outlook menu bar on the Home tab.

Depends... Which day are you looking at as a fallback contingency?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

From: [redacted]@ncsbe.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, April 15, 2026 8:36 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@ncsbe.gov>
Subject: RE: [External] RE: NC Bulk Upload

[redacted] one follow up question. If we need to push it back to early next week would that be doable for your team?

Thanks,

[redacted] | **Deputy General Counsel**

North Carolina State Board of Elections

430 N Salisbury Street

Raleigh, NC 27611

Main Line: [redacted]

Direct: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, April 15, 2026 1:31 PM

To: [redacted]@ncsbe.gov>

Cc: [redacted]@ncsbe.gov>

Subject: [External] RE: NC Bulk Upload

CAUTION: External email. Do not click links or open attachments unless verified. Report suspicious emails with the Report Message button located on your Outlook menu bar on the Home tab.

Good afternoon, [redacted] (b)(6)

I just checked with the team this morning, and you should be good to go for submitting the 7M+ records in SAVE on Friday—preferably in the late afternoon so that it can run overnight and into the weekend. The initial responses should be ready for you by open of business on Monday morning, barring any unexpected events...

Since these records are all being run for the first time, please use the Voter Registration benefit selection for the upload. Subsequent uploads on the same records should be given the Voter List Maintenance benefit selection.

Also, please ensure that your files have a maximum of 1M records each. So if you have over 7M, then you can upload them all in 8 equal files of 900k (for instance), or you can send 30 files of 250k each, or whatever method you want to use to carve them up into smaller chunks. Just no single file of over 1M records, please.

Let me know if you have any questions, and let plan on circling back next week after you've been able to review the results... Sound good?

[redacted]

Verification Division, IRIS

U.S. Citizenship & Immigration Services

Department of Homeland Security

[redacted]@uscis.dhs.gov

From: [redacted]@ncsbe.gov>

Sent: Tuesday, April 14, 2026 5:30 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@ncsbe.gov>

Subject: NC Bulk Upload

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]

We had previously discussed doing our bulk upload of a little over 7 million voters, and you had mentioned scheduling it at a time when it would not negatively impact SAVE's resources. Would it be possible for us to look to do that starting on Friday, April 17, or some time in the next two weeks?

Also, would there be an ideal way for us to break up the files?

Thanks,

| **Deputy General Counsel**

North Carolina State Board of Elections

430 N Salisbury Street

Raleigh, NC 27611

Main Line:

Direct:

(b)(6)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Subject: RE: [EXTERNAL] Re: [REDACTED] - Upload File
To: [REDACTED] (b)(7)(E)
Cc: [REDACTED]
Sent: May 4, 2026 10:06 AM (UTC-05:00)

I understand, thank you!



[REDACTED] Compliance Analyst
Office of the Ohio Secretary of State
o: [REDACTED]
[OhioSoS.gov](mailto:[REDACTED]@OhioSoS.gov)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Monday, May 4, 2026 9:53 AM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Re: [REDACTED] - Upload File

(b)(7)(E)

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[REDACTED] - The team confirmed that those 145 are all nonUSC cases that have been manually reviewed. There is no need to wait on 3rd step for any of those cases. 3rd Step is for when additional review is being requested based on additional documentary evidence provided. For example, that could happen after an individual receives a request for evidence or proof of citizenship. If proof is obtained, we'd request that you upload that proof to us for 3rd level review.

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@OhioSOS.Gov>
Sent: Monday, May 4, 2026 9:46 AM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Re: [REDACTED] - Upload File

Good morning! (b)(7)(E)

Just reaching out to see where you all are with this.

Thank you!



[redacted] | Compliance Analyst
Office of the Ohio Secretary of State
o: [redacted] (b)(6)
OhioSoS.gov

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, April 29, 2026 9:30 AM (b)(6) (b)(7)(C) (b)(7)(F)
To: [redacted]@OhioSOS.Gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Re: [redacted] - Upload File

(b)(7)(E)

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Thanks, we're looking into them now.

From: [redacted]@OhioSOS.Gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, April 29, 2026 8:22 AM
To: [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Re: [redacted] - Upload File

Here are those case numbers! (b)(7)(E)



[redacted] | Compliance Analyst
Office of the Ohio Secretary of State
o: [redacted] (b)(6)
OhioSoS.gov

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Tuesday, April 28, 2026 4:45 PM
To: [redacted]@OhioSOS.Gov>
Subject: [EXTERNAL] Re: [redacted] - Upload File

(b)(7)(E)

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Let me dig in and get back to you. Can you provide the case numbers for each one?

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
Associate Chief - Business & Technology Integration
Verification Division (VER)
Immigration Records and Identity Services (IRIS)
U.S. Citizenship and Immigration Services (USCIS)
DHS | USCIS | IRIS | VER

[redacted]@uscis.dhs.gov

From: [redacted]@OhioSOS.Gov>

Sent: Tuesday, April 28, 2026 4:20 PM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov>

Subject: [redacted] - Upload File

Good afternoon, (b)(7)(E)

For bulk upload [redacted], we are seeing changes to the initial request response. In the original response file, this column did not report non-USC responses; currently, 48 cases are reported as such. Also, the Additional Request Response column reports non-USC responses. We were told to only action non-USC responses after the third step verification. Since the initial and additional response fields have changed, can we trust those results to be correct for removing the non-USC cases? Or do we wait for the third step as originally told?

There are 145 total, with an additional request response being a non-USC result. Since the election is quickly approaching, we want to make a decision soon regarding these registrations.

Thank you,



[redacted] Compliance Analyst

Office of the Ohio Secretary of State

o [redacted]
[OhioSOS.gov](mailto:[redacted]@OhioSOS.gov)

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From: [REDACTED]
Subject: Re: SAVE Agency Registration Checklist (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Sent: April 30, 2026 12:17 PM (UTC-05:00)
Hi [REDACTED]

I am responding to an older email so you can recognize who I am and what county. We have been working our lists that came back from SAVE and are in the process of vetting the deceased registrants. We have several other in-state databases and get ERIC reports for deceased voters. I believe our SAVE data shows 14 deceased and we waited for the next list from our other databases to see if they matched. We only got 2 matches, so our next step will be trying to verify this information directly with family members and sending letters to the registrant, hoping we don't get a reply! I wanted to see if there was any way to get more information or in the future add information about a DATE OF DEATH? This would be extremely helpful to learn if or what databases have inaccurate or delayed information. I would love to know how recent these deaths occurred.

[REDACTED], CERA (b)(6)
Recorder
1015 Fair St., Rm 228, Prescott Arizona 86305
Office [REDACTED]



www.yavapaiAZ.gov/recorder | Follow us on  
Home.YavapaiVotes.gov

Please be advised that the Yavapai County Recorder's Office may refer suspicious documents to the Federal Bureau of Investigation or other appropriate law enforcement agency.

A.R.S. §39-161 states as follows

"Presentment of false instrument for filing; classification:

A person who acknowledges, certifies, notarizes, procures or offers to be filed, registered or recorded in a public office in this state an instrument he knows to be false or forged, which, if genuine, could be filed, registered or recorded under any law of this state or the United States, or in compliance with established procedure is guilty of a class 6 felony. As used in this section "instrument" includes a written instrument as defined in section 13-2001."

From: [REDACTED]@uscis.dhs.gov>
Sent: Friday, March 6, 2026 11:58 AM
To: [REDACTED]@yavapaiaz.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Cc: [REDACTED]@yavapaiaz.gov>; [REDACTED]@yavapaiaz.gov>;
SAVERegistration [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Agency Registration Checklist

Good afternoon, [REDACTED]

Please see the countersigned and finalized version of the MOA attached here. I've also "switched on" your agency in the system... Welcome (back) to SAVE!

I'd like to take a few minutes next week to set up a time and walk you through the system and do a little bit of training for you and your users... I'm out Monday, but I'll be in the rest of the week—what day/time work best for y'all?

Thanks again, and have a great weekend!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services (b)(6) (b)(7)(C) (b)(7)(F)
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@yavapaiaz.gov>

Sent: Wednesday, March 04, 2026 3:25 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@yavapaiaz.gov>; [redacted]@yavapaiaz.gov>;

SAVERegistration <[redacted]@uscis.dhs.gov>

Subject: RE: SAVE Agency Registration Checklist

[redacted]
Our signed MOA is attached. It was approved by our Board of Supervisors this morning.

I have set up an account in your system.

Please let me know the next steps we need to complete.

Take Care,

[redacted]
From: [redacted]@uscis.dhs.gov>

Sent: Friday, February 13, 2026 6:10 AM

To: [redacted]@yavapaiaz.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Cc: [redacted]@yavapaiaz.gov>; [redacted]@yavapaiaz.gov>;

SAVERegistration <[redacted]@uscis.dhs.gov>

Subject: RE: SAVE Agency Registration Checklist

Good morning, [redacted]

Thank you for your patience as our counsel reviewed your applicable laws and statutes. Looks like you're good to go—please see the attached MOA for your review and signature, and let me know if you have any questions.

Also, we'll need to have you set up with an account in our system. To that end, you'll need to enter your agency's information in [our online portal here](#), which will serve as the foundation for your account in the system. Once that's submitted and the MOA is signed, I can take that information and create your agency's SAVE account. Then after that we can discuss individual user creation, beginning with your Super User: the SAVE usage administrator for your agency. Please consider who you would like to designate for that role... Thanks again, [redacted]

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@yavapaiaz.gov>

Sent: Monday, February 09, 2026 11:57 AM

To: [redacted]@uscis.dhs.gov>; SAVERegistration <[redacted]@uscis.dhs.gov>

Cc: [redacted]@yavapaiaz.gov>; [redacted]@yavapaiaz.gov>

Subject: RE: SAVE Agency Registration Checklist

Are there any updates on the status of our application?

Thanks,

[redacted]

(b)(6)

Yavapai County
Registrar of Voters
1015 Fair St RM 228, Prescott AZ 86305

[redacted]



From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, January 21, 2026 8:21 AM
To: [redacted]@yavapaiaz.gov>; SAVERegistration [redacted]@uscis.dhs.gov>
Cc: [redacted]@yavapaiaz.gov>; [redacted]@yavapaiaz.gov>
Subject: RE: SAVE Agency Registration Checklist

Oh yes, you're right—we already received your checklist (attached). Apologies on that oversight, [redacted] I'll ensure our counsel reviews it soon—thanks! (b)(6)

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@yavapaiaz.gov>
Sent: Tuesday, January 20, 2026 7:10 PM
To: [redacted]@uscis.dhs.gov>; SAVERegistration [redacted]@uscis.dhs.gov>
Cc: [redacted]@yavapaiaz.gov>; [redacted]@yavapaiaz.gov>
Subject: RE: SAVE Agency Registration Checklist

Some people who received this message don't often get email from [redacted]@yavapaiaz.gov. [Learn why this is important](#)

We had submitted the SAVE Agency Registration Checklist on December 15. Should we resubmit?

Take care,

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Friday, January 16, 2026 2:22 PM

To: [redacted]@yavapaiaz.gov>; SAVERegistration <[redacted]@uscis.dhs.gov>
Cc: [redacted]@yavapaiaz.gov>; [redacted]@yavapaiaz.gov>
Subject: RE: SAVE Agency Registration Checklist (b)(6)

Good afternoon, [redacted]

Thanks for the candor on this matter, and I'm happy to facilitate whatever direction you feel is best. But I should also note that Arizona SoS is still in the process of updating their MOA to add the Voter List Maintenance benefit, regardless of whether you join independently. Just wanted you to know that there will be a fallback option there if needed...

If you're ready to pursue an independent registration with SAVE, please navigate to our [Prospective User Agencies page](#) for information about the necessary steps to apply for registration. And then please ping me once you've applied and we can take it from there...

Have a great weekend!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov
(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@yavapaiaz.gov>
Sent: Wednesday, January 14, 2026 3:07 PM
To: SAVERegistration <[redacted]@uscis.dhs.gov>
Cc: [redacted]@yavapaiaz.gov>; [redacted]@yavapaiaz.gov>; [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Agency Registration Checklist

You don't often get email from [redacted]@yavapaiaz.gov. [Learn why this is important](#)

Mr. [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

Yavapai County would still like to have a MOA with SAVE. We see many benefits of having our own agreement, to include:

- Allowing us to add and remove users in a much more efficient fashion than having the added bureaucratic steps of going through the Secretary of State's office.
- Not depend on on a third party in dealing with any future changes.
- Receiving communications directly from SAVE instead of relying on sometimes spotty communications from the Secretary of State's office.

We will have to have a new MOA regardless of whether with SAVE or the Arizona Secretary of State. We find it much more desirable to deal directly with SAVE instead of through indirect channels.

We are ready to use the Voter List Maintenance benefit as soon as we have approved access and have identified several areas where it may help improve our voter rolls.

Please feel free to reach out if you have any questions.

Take Care,

[redacted]
(b)(6)

[redacted]

Yavapai County
Registrar of Voters
1015 Fair St RM 228, Prescott AZ 86305

[REDACTED]

(b)(6)



From: SAVE Registration Queue [REDACTED]@uscis.dhs.gov>

Sent: Wednesday, January 14, 2026 10:37 AM

To: [REDACTED]@yavapaiaz.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Cc: [REDACTED]@yavapaiaz.gov>; [REDACTED]@yavapaiaz.gov>;

[REDACTED]@uscis.dhs.gov

Subject: RE: SAVE Agency Registration Checklist

Good afternoon, [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

My name is [REDACTED], and I'm the agency manager for the Arizona Secretary of State. I was speaking with them yesterday, and they are eager to update their MOA with SAVE to include the Voter List Maintenance benefit, which would allow Yavapai County to be able to perform those functions via SAVE. Assuming that MOA update is completed in the coming days, would Yavapai still want to pursue an independent MOA with SAVE? And if so, what would be the driving force of that desire?

Thanks for pushing this issue, however-- it may prove to be instrumental in getting this change accomplished...

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]@uscis.dhs.gov

----- Original Message -----

From: [REDACTED]@yavapaiaz.gov]

Sent: 1/9/2026 12:16 PM

To: [REDACTED]@uscis.dhs.gov (b)(6)

Cc: [REDACTED]@yavapaiaz.gov [REDACTED]@yavapaiaz.gov

Subject: RE: SAVE Agency Registration Checklist

SAVE Team,

I hope all is well. I was wondering about the status of the review of our checklist that we submitted on December 15.

We are quite excited about using the new functions and would like to begin as soon as possible.

Take care,

[redacted]

(b)(6)

[redacted]

Yavapai County
Registrar of Voters
1015 Fair St RM 228, Prescott AZ 86305

[redacted]

[cid:image001.jpg@01DC8151.0EDDE730]

From: SAVE Registration Queue <[redacted]@uscis.dhs.gov>

Sent: Tuesday, December 16, 2025 11:34 AM

To: [redacted]@yavapai.gov (b)(6)

Cc: [redacted]@yavapai.gov; [redacted]

<[redacted]@yavapai.gov>

Subject: RE: SAVE Agency Registration Checklist

Greetings,

Thank you for your interest in SAVE. We received your checklist and are reviewing the information you submitted. Our standard processing time is currently 3-5 business days. If we determine you are eligible to register for SAVE, our registration team will be in touch with next steps.

We hope this information is helpful. If you would like to follow up on your registration request, please send an email to

[redacted]@uscis.dhs.gov<[https://urldefense.com/v3/_https://uscisverification.lightning.force.com/lightning/r/EmailTemplate/00XSJ000004Jqob2AC/\[redacted\]@uscis.dhs.gov_!!NkXccnJP!zt2kqerXxvPnE8Rs7mCNyH2qZVXeu8Qm5nMUyQoAGU0aakg7umG68KxoZhT8imD4Xt1pT1KxRk22S6F8aAg90aUy-egEF96AXpZ4hMEBtQ\\$>](https://urldefense.com/v3/_https://uscisverification.lightning.force.com/lightning/r/EmailTemplate/00XSJ000004Jqob2AC/[redacted]@uscis.dhs.gov_!!NkXccnJP!zt2kqerXxvPnE8Rs7mCNyH2qZVXeu8Qm5nMUyQoAGU0aakg7umG68KxoZhT8imD4Xt1pT1KxRk22S6F8aAg90aUy-egEF96AXpZ4hMEBtQ$>)>. (b)(6)

If you need additional assistance, please send an email to

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at [redacted]

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [redacted]@yavapaiaz.gov<mailto:[redacted]@yavapaiaz.gov>]

Sent: 12/15/2025 2:14 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)

Cc: [redacted]@yavapaiaz.gov<mailto:[redacted]@yavapaiaz.gov>;

[redacted]@yavapaiaz.gov<mailto:[redacted]@yavapaiaz.gov>

Subject: SAVE Agency Registration Checklist

To Whom it may Concern:

Attached is a completed agency registration checklist for acquiring an MOA to be used by Yavapai County (Arizona) Recorder's Office to use for voter list maintenance. We currently use SAVE for citizenship verification through an MOA issued to the Arizona Secretary of State. The Secretary of State's MOA is dated and does not allow us to use SAVE for voter list maintenance.

The legal authorities provided were copied from a successful checklist submitted by Maricopa County, Arizona.

Please let me know of any additions or corrections you may require.

Take Care,

[redacted]

(b)(6)

[redacted]

Yavapai County
Registrar of Voters
1015 Fair St RM 228, Prescott AZ 86305

[redacted]

[cid:image001.jpg@01DC6DBB.333E5FF0<mailto:image001.jpg@01DC6DBB.333E5FF0>]

thread::N1rUds_de0CqRly_mqpVQGw:: This email originated outside of Yavapai County. Please use caution communicating with any senders who claim to be affiliated with the County but are using an external email address. This email originated outside of Yavapai County. Please use caution communicating with any senders who claim to be affiliated with the County but are using an external email address.

This email originated outside of Yavapai County. Please use caution communicating with any senders who claim to be affiliated with the County but are using an external email address.

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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Connection
To: [REDACTED]
Sent: April 30, 2026 10:28 AM (UTC-05:00)

✕ [REDACTED] reacted to your message:

From: [REDACTED]@sos.mo.gov>
Sent: Thursday, 30 April 2026 14:08:25
To: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Cc: [REDACTED]@sos.mo.gov>
Subject: Re: Connection

So good to “meet “ you [REDACTED]
Thank you so much for the information, look forward to working with you.

Thanks!
Sent from my iPhone

(b)(6) (b)(7)(C) (b)(7)(F)

On Apr 30, 2026, at 8:52 AM, [REDACTED]@uscis.dhs.gov> wrote:

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please use Phish Alert to report it.

Thank you for the introduction, [REDACTED] and it's good to (virtually) meet you, [REDACTED]. And yes, SAVE will be able to return status responses for all individuals whose information is accurately stored in government databases by and large, but there will always be a tiny sliver of the population whose information is either incorrect, outdated, or not recorded at all in the databases with which we have access, and these will always be the handful that gives us (and you) the most heartache and take the most manhours to resolve. But our systems are always improving and the missing/incomplete/incorrect data is being updated continually, and we hope that your user experience continues to get better all the time...

As for individual examples of folks that dispute their status, we would have to review those one-by-one to see what the facts may be. It's not infrequent that adopted children spend their whole lives assuming that they're citizens, but if naturalization papers were never filed then it very well could be that they're still LPRs this whole time. The good news in a situation like that is it's a pretty straightforward process for them to get naturalized should they choose to take that step...

As for records corrections, they are situations where we can notify our data partners to update a record that may have erroneous information in it, but oftentimes the onus will be on the individual who requires a record correction—name changes are the most common example of this, and they should be prepared to provide the necessary documentation reflecting these changes. But again, these situations can be unique, and we would address them on a case-by-case basis.

But I look forward to working with you, and I look forward to assisting Missouri SoS in whatever way you might need. Thanks!

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Verification Division, IRIS

U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.mo.gov>

Sent: Wednesday, April 29, 2026 4:51 PM

To: [redacted]@sos.mo.gov> [redacted]

[redacted]@uscis.dhs.gov>

Subject: Connection

[redacted]

(b)(6)

I wanted to connect you to [redacted] in our office. She served as the project manager for mailing letters to Missouri flagged registrants based on data returned in Missouri's review of voter registration records and we have some follow up questions from local election authorities and some voters. I wanted to see if you all could connect to share information.

Just one example to share - we have one person who received a letter that was adopted as a baby and is marked as a Permanent Legal Resident – if we needed to get more information on how this record indicates the information and if it is accurate or not.

Additionally, if we find that a registrant is marked inaccurately in the SAVE database – how do you handle these cases in general? Thank you!

[redacted]

Director of Elections

Office of the Missouri Secretary of State Denny Hoskins
Kirkpatrick State Information Center
600 W. Main St., Jefferson City, MO 65101 (b)(6)

[redacted]

<image001.jpg>

CONFIDENTIALITY STATEMENT

This electronic communication is from the Office of the Missouri Secretary of State and is confidential, privileged, and intended only for the use of the recipient named above. If you are not the intended recipient or the employee or agent responsible for delivering this information to the intended recipient, unauthorized disclosure, copying, distribution, or use of the contents of this transmission is strictly prohibited. If you have received this message in error, please reply to the sender immediately. Thank you.

From: [REDACTED]
Subject: search error (b)(6)
To: SAVE-HELP
Sent: April 20, 2026 2:10 PM (UTC-05:00)

You don't often get email from [REDACTED]@dos.fl.gov. [Learn why this is important](#)

Save just cycles when searching for response by last name and by ssn.

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR
TYPE: SEARCH_ERROR, STATUSTEXT: Error fetching search

From: [REDACTED]
Subject: ERROR TYPE: SEARCH_ERROR_V2, STATUSTEXT: Failed to search
To: SAVE-HELP
Cc: [REDACTED]
Sent: April 17, 2026 10:54 AM (UTC-05:00)
Hello, I have two SAVE users that are unable to see any of their cases

(b)(6)

They received emails that case reviews were complete but when they go into SAVE, it is showing 0 opened and 0 closed.

As a super user, I am able to see [REDACTED] has 4 open cases and 30 closed cases

For [REDACTED] I can see she has 8 open cases and 22 closed but she is unable to see any of them

I have included both [REDACTED] and [REDACTED] on this email so they are aware of the email I sent forward for resolve. Please include them in any response to me.

I myself am currently receiving this error- when I am viewing case and closing and then trying to exit and go back to search. This has only been happening this week.

We look forward to your assistance in this matter

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: SEARCH_ERROR_V2, STATUSTEXT: Failed to search

(b)(6)

[Return to Search](#)

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR TYPE: SEARCH_ERROR_V2, STATUSTEXT: Failed to search

From: CS - Save Help Queue
Subject: RE: Miami-Dade Office of the Supervisor of Elections
To: [REDACTED]@votemiamidade.gov
Cc: SAVE-HELP (b)(6)
Sent: April 3, 2026 2:21 PM (UTC-05:00)

Good afternoon, [REDACTED]

We apologize for that mistake-- we shouldn't have sent that email, and you can disregard it. Rest assured that your account will NOT be deactivated, nor should you receive an email like that in the future.

Thanks for your understanding!

-SAVE Customer Service

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [REDACTED]@votemiamidade.gov]
Sent: 3/30/2026 10:59 AM
To: [REDACTED]@uscis.dhs.gov
Cc: [REDACTED]@votemiamidade.gov
Subject: Miami-Dade Office of the Supervisor of Elections

You don't often get email from [REDACTED]@votemiamidade.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>

Good morning,

Can you please clarify why we are receiving this notification? Our accounts were activated as instructed by the Florida Department of State. We are waiting for pending legislation to be finalized and guidance on how to use SAVE to verify citizenship for voter registration purposes.

Thank you in advance for your attention to this matter.

Best regards,

[REDACTED] Deputy Supervisor of Elections
Office of the Supervisor of Elections
Voter Services Division (b)(6)
Office [REDACTED]



[cid:image001.gif@01DCC034.3F336F00]

thread::t5VycRbvdMaIOxZVCRY6V2w::

From: [REDACTED]
Subject: RE: SAVE MOA (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Sent: March 25, 2026 9:06 AM (UTC-05:00)

[REDACTED]

These have been re-uploaded at 9:04 AM CT / 10:04 AM ET.

File History Dashboard

Showing Files 1 - 2 of 2

Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number	Cases Escalated	Actions
03/25/2026	[REDACTED]	~/146	PROCESSING	[REDACTED]	N/A	⋮
03/19/2026	[REDACTED]	197/197	COMPLETED	[REDACTED]	144 Escalated	⋮

[REDACTED]
Assistant Deputy for Elections
Nebraska Secretary of State's Office
Direct: [REDACTED]

(b)(6)



(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Sent: Tuesday, March 24, 2026 3:52 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE MOA

Target timeframe by 9 AM CT / 10 AM ET

[REDACTED]
Assistant Deputy for Elections
Nebraska Secretary of State's Office
Direct: [REDACTED]



(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, March 24, 2026 3:39 PM
To: [REDACTED]@nebraska.gov>
Subject: RE: SAVE MOA

Thanks! Any idea the time tomorrow morning that you'll submit? (I'm on Eastern Time.)

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@nebraska.gov>
Sent: Tuesday, March 24, 2026 4:33 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE MOA

We're good. I didn't word it the best, but we're on the same page.

49 came back with a status response of USC, Record Not Found, or Deceased

- Not resubmitting these 49 at all (unless we have different info for Record Not Found)

146 came back with a status response of something other than a USC (e.g., LPR, Student, etc.)

- Resubmitting just these 146, but it will be the same data as before for the 146.

[redacted]
Assistant Deputy for Elections
Nebraska Secretary of State's Office
Direct: [redacted] (b)(6)



From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, March 24, 2026 3:27 PM
To: [redacted]@nebraska.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: SAVE MOA

Thanks for the heads-up on that, [redacted] but I think there is a misunderstanding. Please do not resend the USC, Record Not Found, or Deceased responses in the resubmission—those will not change if the inputs given remain the same. What I was requesting that you re-send are the ones where SAVE came back with a status response of something other than a USC (e.g., LPR, Student, etc.). Those are the ones that our folks would like to dive deeper into—the others are the final responses, period. Apologies if I didn't explain that well earlier...

So please isolate only those cases where a status was given other than USC and resubmit those. When you've prepared the file, please let me know how many there are and when you plan to send it so that I can ensure the team flags that submission file. Let me know if we need to clarify this with another call—happy to hop on one if needed...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
From: [redacted]@nebraska.gov>

Sent: Tuesday, March 24, 2026 4:15 PM

To: [redacted]@uscis.dhs.gov>

Subject: RE: SAVE MOA

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
Not a problem; understood. That was my understanding as well from before our call.

Per your request, tomorrow morning we plan to resubmit the 146/197 cases that didn't come up as USC/deceased/not found so that a doublecheck can be performed to make sure nothing is missed.

The resubmission will be a bulk upload of the same info as before.

Best,

[redacted]
Assistant Deputy for Elections
Nebraska Secretary of State's Office
Direct: [redacted]

(b)(6)



From: [redacted]@uscis.dhs.gov>

Sent: Tuesday, March 24, 2026 1:52 PM

To: [redacted]@nebraska.gov>

Subject: RE: SAVE MOA

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
I just realized that I misspoke earlier when you called—I guess my brain was still on island time... You asked about name changes and matching maiden names with SSA: I said that it wouldn't match with SSA, but that's wrong. If someone has changed their name and you queried SAVE using their maiden name, then SSA will be able to find their record and SAVE will provide the appropriate response. SSA stores up to 99 iterations of previous names used, and those previous names would be included in the matching logic. However, if someone has not changed their name and you queried SAVE using their new married name, then SSA wouldn't have that new name as part of the record and the query would error out.

Sorry for my confusion earlier—I hope it hasn't caused any issues on your side over the past couple hours...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@uscis.dhs.gov

From: [redacted]@nebraska.gov>

Sent: Thursday, March 19, 2026 6:46 PM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@nebraska.gov>; [redacted]

[redacted]@nebraska.gov>; [redacted]@nebraska.gov>

Subject: RE: SAVE MOA

[redacted]

FYI - we have uploaded 197 names on 3/19/2026.

Please do not hesitate to reach out if you have any questions or concerns.

Best,

[redacted]

Assistant Deputy for Elections

Nebraska Secretary of State's Office (b)(6)

Direct: [redacted]



From: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

Sent: Friday, January 23, 2026 3:38 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@nebraska.gov>; [redacted]

[redacted]@nebraska.gov>; [redacted]@nebraska.gov>

Subject: RE: SAVE MOA

[redacted]

Please add me as the Super User ([redacted]@nebraska.gov, [redacted]) (b)(6)

Tuesday afternoon works for me. Please feel free to send a meeting invite for any time that afternoon.

Best,

[redacted]

Assistant Deputy for Elections

Nebraska Secretary of State's Office (b)(6)

Direct: [redacted]



From: [redacted]@uscis.dhs.gov>
Sent: Friday, January 23, 2026 3:34 PM
To: [redacted]@nebraska.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE MOA

Awesome, glad you were able to get it through! I confirm you're in there, [redacted]—I see your pending registration and the four POCs that you've entered.

I'm leaving soon, but I'll set up the account once I return to the office on Tuesday. In the meantime, y'all can figure out who you'll want to Super User to be for your agency—that's the person who will be the primary administrator of your agency's SAVE usage. Once that's determined, send their info to me (name, Email, and phone) and I'll be able to create their Super User account. Also as I mentioned in my previous email, will Tuesday afternoon work for your side for a SAVE walk-through?

Shoot me a line if you have any questions, and I'll address them Tuesday morning. I'm copying our Customer Service Chief in case you need anything Monday that can't wait for my return... Otherwise, have a great weekend [redacted]—stay warm out there!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@nebraska.gov>
Sent: Friday, January 23, 2026 4:24 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE MOA

You don't often get email from [redacted]@nebraska.gov. [Learn why this is important](#).
Well, I went back and tried again. I've submitted.



Best,

[redacted]
Assistant Deputy for Elections
Nebraska Secretary of State's Office (b)(6)

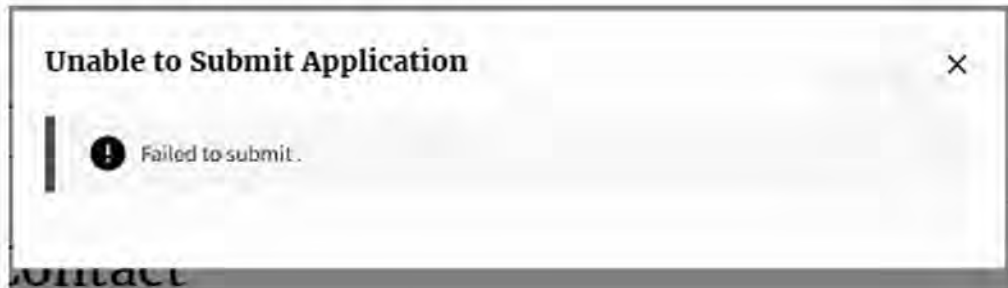
Direct: [redacted] (b)(6)



From: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, January 23, 2026 3:20 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE MOA

Hi [redacted]

Getting an error when trying to submit:



[redacted]
Assistant Deputy for Elections (b)(6)
Nebraska Secretary of State's Office
Direct [redacted]



From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, January 23, 2026 2:39 PM
To: [redacted]@nebraska.gov> [redacted]@uscis.dhs.gov>
Cc: [redacted]@nebraska.gov> [redacted]@nebraska.gov>; [redacted]
[redacted]@nebraska.gov>; [redacted]@uscis.dhs.gov>
Subject: RE: SAVE MOA

Some people who received this message don't often get email from [redacted]@uscis.dhs.gov. [Learn why this is important](#)
Happy to get them going. [redacted] And welcome to SAVE, Nebraska Secretary of State!

(b)(6)

[redacted] thanks for the quick chat on the phone just now... As discussed, the first thing you'll need to do is enter your information in [our online portal here](#), which will serve as the foundation for your account in the system. Once that's submitted, I can take that information and create your SAVE account.

I'm out on Monday, but I'd like to be able to take some time with you and whomever else you designate as your users in SAVE to walk through the system and get familiarized with the screens and functions. I'm wide open on Tuesday afternoon—does that work for your team?

Thanks, and looking forward to working with you!

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, January 23, 2026 2:57 PM

To: [redacted]@nebraska.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@nebraska.gov>; [redacted]@nebraska.gov>

Subject: RE: SAVE MOA

[redacted]

Attached is the executed MOA and the signed letter. I appreciate all of your work and cooperation to make this happen. (b)(6) (b)(7)(C)

I'm including [redacted] who is our customer support lead for voter verification. [redacted] can work with [redacted] and [redacted] to get the Nebraska account activated and provide some initial training/guidance on how to submit your voter roll using the bulk uploader. (b)(7)(F)

Please reach out to me at any time if you experience any challenges along the way. We can always hop on a call to help interpret results or answer questions on any specific case.

Regards,

[redacted]

From: [redacted]@nebraska.gov>

Sent: Friday, January 23, 2026 2:48 PM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@nebraska.gov>; [redacted]@nebraska.gov>

Subject: SAVE MOA

[redacted]

Please see the attached letter and partially signed MOA for the SAVE program. Please return a fully signed copy at your earliest convenience.

Thank you,

[redacted]

Chief Deputy/General Counsel
301 S. 13th Street, Suite 410
Lincoln, NE 68508
[Nebraska Secretary of State](#)

(b)(6)



(b)(6)

From: CS - Save Help Queue
Subject: Unable to Assist - Please Contact Resolution and Audits
To: [redacted]@utah.gov
Cc: [redacted]@utah.gov; SAVE-HELP
Sent: March 23, 2026 2:24 PM (UTC-05:00)

Greetings [redacted] (b)(6)

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

For clarification of a verification response, or to inquire about cases that have remained unresolved for more than thirty days, you should contact the Resolution and Audits department (RA).

Call the SAVE hotline at [redacted] and follow the prompts:

1. Say "no" or press 2 (because you are not calling on behalf of a benefit applicant)
2. Say "case assistance" or press 1
3. Say "case check" or press 1
4. The system will ask if you need instruction on finding the case verification number; press 1 for "yes" or 2 for "no"
5. You will be prompted to enter the case verification number or say, "I don't have one"

Once you are connected to a representative, tell them you have a question about a case and request to speak with RA.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- (b)(6)
- SAVE at [redacted]
 - Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
 - International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----
From: DLLimited DPS [redacted]@utah.gov]
Sent: 3/23/2026 8:04 AM
To: [redacted]@uscis.dhs.gov (b)(6)
Cc: [redacted]@utah.gov
Subject: SAVE Error

We are currently experiencing this error message when trying to close a SAVE case. Is there an ETA on when this issue will be resolved?

Best Regards,

(b)(7)(E)

- An error occurred when closing Case . Please reload the page and try again. -

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov<<http://dld.utah.gov>>

[<https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download>]
[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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or damage resulting from its use.

thread::K6-Pfm2CcoCARxYpG2P05mw::

From: DLLimited DPS
Subject: SAVE Error
To: SAVE-HELP
Cc: DLLimited DPS
Sent: March 23, 2026 10:04 AM (UTC-05:00)

We are currently experiencing this error message when trying to close a SAVE case. Is there an ETA on when this issue will be resolved?

Best Regards,

--
(b)(7)(E)

- An error occurred when closing Case [REDACTED] Please reload the page and try again. -

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office [REDACTED]

Website: dld.utah.gov

(b)(6)



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PRIVACY: The Utah Driver License Division uses your personal data and images for public safety, fraud prevention, and other legally authorized purposes. Your data is never sold, but may be shared with other entities as defined by law. For more details about data utilization and relevant record series, please visit our website [here](http://dld.utah.gov). Personal data provided is used to identify the record holder, requestor, or other individual necessary for the transaction. If the information is not provided, the division may be unable to act upon this email.

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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State
To: [REDACTED]
Cc: [REDACTED]
Sent: March 20, 2026 2:35 PM (UTC-05:00)

Greetings [REDACTED]

It was a pleasure speaking with you earlier. Thank you for taking the time to demonstrate your file for the Bulk Upload process. As a quick recap and follow-up:

- The Iowa Secretary of State's office has approximately 1.2 million cases to submit via VLM.
- These will be delivered in four files, each containing about 300,000 cases.
- The only enumerator included, along with the required data, is the last four digits of the SSN, which has been properly formatted as text.
- Each file is saved in CSV (Comma delimited) (*.csv) format.
- While you are prepared to submit the cases this afternoon, there is no urgency on your end, and you will follow the SAVE timeline.

I have coordinated with our team, and we are aligned with proceeding with the submission today. For your awareness, I am also including a link regarding [SAVE Verification Response Time](#) for Additional Verification.

Please let me know if you have any further questions.

Best regards,

[REDACTED] | Management and Program Analyst
Account & Customer Engagement | Verification Division
Immigration Records and Identity Services
U.S. Citizenship and Immigration Services
U.S. Department of Homeland Security
Email: [REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

Please [SUBSCRIBE](#) to SAVE GovDelivery

SAVE

From: [REDACTED]@sos.iowa.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, March 18, 2026 4:13 PM
To: [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov> [REDACTED]
[REDACTED]@sos.iowa.gov>
Cc: [REDACTED]@sos.iowa.gov> [REDACTED]@sos.iowa.gov> [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Good afternoon [REDACTED]

That time will work on our side this Friday. Please feel free to send out the invite.

Our submission will be approximately 450,000 records.

Thank you in advance.

Respectfully,

[REDACTED]

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, March 18, 2026 11:21 AM
To: [REDACTED]@uscis.dhs.gov> [REDACTED]@sos.iowa.gov> [REDACTED]
[REDACTED]@sos.iowa.gov>
Cc: [REDACTED]@sos.iowa.gov> [REDACTED]@sos.iowa.gov> [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Greetings [REDACTED]

In [REDACTED] absence, we are available to assist you with the review of your file prior to submission. Will Friday at 2:00 PM EST / 1:00 PM CST work for you? If not, please propose an alternative time and we will do our best to accommodate. Additionally, could you please confirm the number of cases that will be included in this file? Please let me know if you would like me to send out the meeting invite.

Thank you,

[redacted] Management and Program Analyst
Account & Customer Engagement | Verification Division
Immigration Records and Identity Services
U.S. Citizenship and Immigration Services
U.S. Department of Homeland Security

(b)(6) (b)(7)(C) (b)(7)(F)

Please [SUBSCRIBE](#) to SAVE GovDelivery



U.S. Citizenship
and Immigration
Services

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Tuesday, March 17, 2026 5:25 PM

To: [redacted]@sos.iowa.gov> [redacted]@sos.iowa.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Good Afternoon [redacted]

[redacted] is out of the office this week and will return on Tuesday. (b)(6) (b)(7)(C) (b)(7)(F)

If you would like to schedule a meeting for this Friday, I will check with my counterpart [redacted] for his availability.

Thank you,

[redacted]
Management & Program Analyst
Customer Support
Verification Division
U.S. Citizenship and Immigration Services
Department of Homeland Security
Mobile: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Tuesday, March 17, 2026 1:39 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@sos.iowa.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@sos.iowa.gov>

Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Good afternoon [redacted]

Thanks again for discussing the data sharing and file format with our team when we last met. We believe the file is now correctly formatted and ready for upload. Before moving forward, we'd like to schedule a time to review with your team and confirm everything aligns as it should. We just want to make sure we avoid any of the issues we ran into previously.

Thursday or Friday afternoon between 1–3 CST would work well on our end if any of those times are available for you all. Otherwise, we're happy to be flexible and coordinate a time next week.

Thank you in advance,

Respectfully

[redacted] (b)(6)

[redacted] CISSP

CHIEF INFORMATION SECURITY OFFICER
Office of Iowa Secretary of State Paul D. Pate

Lucas Office Building, First Floor
321 East 12th Street
Des Moines, Iowa 50319

E-Mail: [redacted]@sos.iowa.gov



sos.iowa.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Tuesday, February 10, 2026 12:51 PM

To: [redacted]@sos.iowa.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Good afternoon, [redacted]

Unfortunately, it seems that we have the same issue again with erroneous data uploads from your agency. In fact, it seems that the vast majority of the records that were uploaded a few days ago were a mirror image of the records that we were forced to purge previously. I want to underscore that these submissions with bad data cause dozens and dozens of manhours on our side to isolate the cases with bad data and move each one of them out of the processing queue—they cannot just be purged with a simple action since they are Federal records, even if they are created by mistake. Further, we're already at a 14-day processing time for manual reviews, and the ~139k erroneous cases would add two or three days to that processing time by themselves to resolve. This is a serious issue, and we cannot afford another instance of this time-intensive mistake.

Please let me know when you and your staff are available for a conversation and a training on how to properly use the SAVE bulk uploader to ensure that additional submissions with data entry errors can be avoided. We want to provide you with all of the knowledge and tools available to assist Iowa in its voter verifications, and I'll do whatever I can to ensure your successful outcome. Thanks in advance for your quick response on this [redacted].

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]

Sent: Monday, February 02, 2026 8:18 AM

To: [redacted]@sos.iowa.gov>

Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Good morning, [redacted]—sorry I missed these messages. I'm getting a new work phone today because the old one has crapped out on me...

I've sent your request forward to the team to see if we can get those files purged. Is there any insights/guidance we can provide to help with the data entry?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Saturday, January 31, 2026 10:09 AM

To: [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Also, you can purge these as well if you want. I'm going to have a conversation with our data person on what we need.

From: [REDACTED]
Sent: Saturday, January 31, 2026 8:50 AM (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

[REDACTED]
I think the file I uploaded today errored out because of lines that have no identification numbers – which was a miscommunication internally on our side. My apologies.

Upload Summary

Processing may take 24 hours. You can monitor your file's status on the Upload History page. Do not attempt to resubmit bulk up process. Individual case results can be retrieved in Search Cases page once created.

✓ **92580 records are submitted for further processing**

! Action Required

25238 of the 117818 records contained 55155 errors.

Please correct the errors noted below and upload the corrected records in a new file once complete.

Download Error File

Upload Another File

View Upload History

From: [REDACTED]
Sent: Friday, January 30, 2026 4:18 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@sos.iowa.gov>; [REDACTED]@sos.iowa.gov>
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

I just realized it's after hours on the East Coast. We broke the files into smaller pieces of about 100k each. Since that's under the 500k limit, we should be good.

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, January 30, 2026 4:12 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@sos.iowa.gov>; [REDACTED]@sos.iowa.gov>
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Thanks, [REDACTED] I just got confirmation that our next round of files is ready to be uploaded. Do you think there's any issue if I do it over the weekend?

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Tuesday, January 20, 2026 12:07 PM
To: [REDACTED]@sos.iowa.gov>
Cc: [REDACTED]@sos.iowa.gov>; [REDACTED]@sos.iowa.gov>
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Good afternoon, [redacted] (b)(6)

I wanted to confirm that over the weekend SAVE purged the files that Iowa SoS submitted with that data column that neither of us could identify—those file records will not be run in the system. But the runway is open for you to resubmit those files without the offending data if the status responses are still needed for those records, and we'll be happy to work those as needed. Please let me know if you'd like to take that resubmit option and we can coordinate—thanks [redacted]

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>
Sent: Wednesday, January 07, 2026 2:49 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@sos.iowa.gov>; [redacted]
[redacted]@sos.iowa.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

Thank you for that. We'll take a look at the data and figure out what happened on our end before resubmitting.

The webinars are a good suggestion. If it seems like we need something more tailored, we will reach back out in a couple of weeks.

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, January 7, 2026 12:28 PM
To: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: SAVE Bulk Upload Discussion with Iowa Secretary of State

****Secretary of State Notice****

This email is from an external source. Think before you click links or open attachments. If you believe this email is phishing, please email this as an attachment to the SOS Help Desk.

Thanks again for taking the time to discuss those files with us this afternoon, and for clarifying that the column of data in question has no specific purpose that you're aware of and it was likely included in error. As you suggested, we will take steps to remove those cases from our holding queue, and I'll reiterate our offer to prioritize your future submission if you need to recalibrate the data and resubmit.

Also, we're happy to accommodate a SAVE overview training for your staff, and I'll also suggest that they participate in one of our regularly-scheduled webinars that we have bi-monthly. The calendar showing these webinar options is [located here](#), and it appears that the next SAVE Current Users and Best Practices webinar (which I think is what your staff will most benefit from) will be Thursday, Jan. 22nd at 1pm ET. We also have a "SAVE Overview" webinar next week, but the intended audience for that one is for prospective agencies that are interested in possibly applying for SAVE registration—Iowa SoS is already using SAVE, so I think the Current User training would be more suited to your needs. However, if you would like a specialized webinar just for your staff, just let us know and we can plan that out...

Thanks once more, and we'll talk again soon!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

-----Original Appointment-----

From: [REDACTED]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Sent: Wednesday, January 07, 2026 10:55 AM

To: [REDACTED]@sos.iowa.gov; [REDACTED]@sos.iowa.gov; [REDACTED]

Cc: [REDACTED]

Subject: SAVE Bulk Upload Discussion with Iowa Secretary of State

When: Wednesday, January 07, 2026 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

Purpose: Meeting to briefly discuss SAVE bulk uploads.

Please feel free to invite other attendees.

Microsoft Teams [Need help?](#)

(b)(6)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

*** U.S. Citizenship and Immigration Services (USCIS) ***

From: [REDACTED]
Subject: RE: Bulk Upload Submission (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Cc: [REDACTED]
Sent: March 13, 2026 2:46 PM (UTC-05:00)

I just uploaded the file. If this one could be processed faster, it would be good. My people have some time to enter data right now!

Thanks,

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Friday, March 13, 2026 12:26 PM
To: [REDACTED]@yavapaiaz.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: RE: Bulk Upload Submission

Good to know—thanks for that added info, [REDACTED] And yes, if you're not in a rush with this 7k you mentioned and don't mind waiting the 18-day average processing time for any cases that require Additional Verification, then you don't need to reach out to me prior—just throw them in there when you're ready. Thanks for checking!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@yavapaiaz.gov>
Sent: Friday, March 13, 2026 3:05 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: RE: Bulk Upload Submission

[REDACTED]

Thanks for the information.

This first batch was our "problem children" that had not passed some part of our HAVA checks, so I am not surprised that we had a higher number than normal. I am happy that we will be able to take care of over 85% of these records. Future submissions will be registrants that have passed the HAVA checks and should have a much lower non-matching rate.

We will be reviewing the non-matching records to make sure we did not have any data entry errors, then address the remaining non-matches.

I am preparing to submit a file with a little under 7,000 records. These are those from our MVD citizenship check error that we have been reaching out to the registrants to correct for the past year. We expect to fix almost all of this issue with the results of the submission.

Most of these bulk submissions are not time critical, as any issues that exist have been with us for years. If something is not time critical, do you still want me to inform you of our submission? If not, I can just inform

you of things we may need faster.

Thanks to you and your team. We are finding this very useful.

Take care,

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, March 13, 2026 9:53 AM

To: [redacted]@yavapaiaz.gov>

Cc: [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>

Subject: RE: Bulk Upload Submission

Ok, the file has been processed. It appears that there were 38 cases that came back with an Unable to Process response where no record was able to be matched with SSA. As we discussed on the call yesterday, those usually indicate a data entry error (although there are other reasons for this too)... I would take a close look at those 38 to ensure that submitted data was input into the template correctly—it's unusual for an eighth of cases to come back with that response...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

From: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Thursday, March 12, 2026 3:24 PM

To: [redacted]@yavapaiaz.gov>

Subject: RE: Bulk Upload Submission

Thanks, [redacted]

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

From: [redacted]@yavapaiaz.gov>

Sent: Thursday, March 12, 2026 12:57 PM

To: [redacted]@uscis.dhs.gov>

Subject: Bulk Upload Submission

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
Thank you for all the information this morning. Set up went quickly.

I just bulk uploaded a file with 299 records.

Thanks,

[redacted] (b)(6)

[Redacted]

Yavapai County (b)(6)
Registrar of Voters

1015 Fair St RM 228, Prescott AZ 86305

[Redacted]



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This email originated outside of Yavapai County. Please use caution communicating with any senders who claim to be affiliated with the County but are using an external email address.

From: SAVEModSupport
Subject: Re: Redirect URI Error After Login – Super User [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]; save-webservices
Cc: [REDACTED]
Sent: March 10, 2026 8:13 AM (UTC-05:00)

[REDACTED]

SAVE V38 ICA is only being provided as a dynamic ICA.

SAVE found having a static document caused issues. Hence SAVE's previous v37 to v37.1 release.

SAVE Support team

[REDACTED]

From: [REDACTED]@michigan.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Date: Tuesday, March 10, 2026 at 9:07 AM

To: SAVEModSupport [REDACTED]@uscis.dhs.gov>, save-webservices <[REDACTED]
[REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@michigan.gov>, [REDACTED]
<[REDACTED]@michigan.gov>, [REDACTED]@michigan.gov>, [REDACTED]
<[REDACTED]@uscis.dhs.gov>

Subject: Re: Redirect URI Error After Login – Super User [REDACTED]

[REDACTED]

Thank you for your guidance. I was able to locate and view the ICA v38 draft at the bottom of the SAVE TEST page. Since I did not see an option to download it, I wanted to confirm whether the draft version is view-only at this time, or if a downloadable copy will be made available later.

Thank you again for your assistance.

Thanks

[REDACTED]
IT Specialist - Eligibility Division
State of Michigan – DTMB – Agency Services
Supporting DTMB, MDHHS
235 South Grand Ave. 9th Floor, Lansing, MI 48933

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [REDACTED]@uscis.dhs.gov>

Sent: Tuesday, March 10, 2026 8:44 AM

To: [REDACTED]@michigan.gov>; save-webservices [REDACTED]
[REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@michigan.gov>; [REDACTED]
<[REDACTED]@michigan.gov>; [REDACTED]@michigan.gov>; [REDACTED]

[redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Subject: Re: Redirect URI Error After Login – Super User [redacted]

CAUTION: This is an External email. Please report suspicious emails via the "Report to Abuse" button in Outlook

[redacted]

This is an expected error. As your logging into SAVE TEST and that link takes you to production.

Im in the process of having this issue corrected.

While on the save page where you see the tabs "Home", "Search Cases", "Reports", etc please scroll to the footer of the page. Where the V38 DRAFT ICA is located.

SAVE Support team

[redacted]

From: [redacted]@michigan.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Date: Monday, March 9, 2026 at 3:54 PM

To: save-webservices <[redacted]@uscis.dhs.gov>, SAVEModSupport

[redacted]@uscis.dhs.gov>, [redacted]@uscis.dhs.gov>

Cc: [redacted]@michigan.gov>, [redacted]

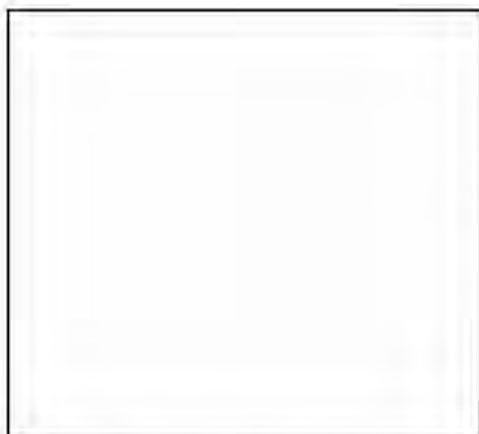
[redacted]@michigan.gov>, [redacted]@michigan.gov>, [redacted]

[redacted]@uscis.dhs.gov>

Subject: Redirect URI Error After Login – Super User [redacted]

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

I am able to authenticate through Login.gov using my michigan.gov email address; however, after logging in I am unable to access the ICA v38 Beta dashboard



(b)(6)

(b)(7)(E)

When I click the ICA v38 Beta URL, I receive the following error: "Redirect uri redirect_uri does not match registered redirect_uri."

[REDACTED] (b)(7)(E)

•
Could you please verify and correct the redirect_uri configuration, and fully activate or associate my Super User account ([REDACTED]) with the Michigan DTMB agency in the SAVE TEST environment?

(b)(6)

Thanks

[REDACTED]
IT Specialist - Eligibility Division
State of Michigan – DTMB – Agency Services
Supporting DTMB, MDHHS
235 South Grand Ave. 9th Floor, Lansing, MI 48933
[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: save-webservices [REDACTED]@uscis.dhs.gov>

Sent: Monday, March 9, 2026 2:08 PM

To: [REDACTED]@michigan.gov>; SAVEModSupport

[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@michigan.gov> [REDACTED]

[REDACTED]@michigan.gov> [REDACTED]@michigan.gov>; [REDACTED]

[REDACTED]@uscis.dhs.gov>

Subject: Re: Clarification on ICA v38 Timeline, ICA v37 Sunset, and Login.gov Requirements for Backend

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[REDACTED] (b)(6)

(b)(7)(E)

Your Super User userid is [REDACTED]

Please use the following TEST SAVE website (GUI) [REDACTED]

If you do not already have a login.gov account please create one. As the userid is tied to your michigan.gov email address.

As a Super User, you can create TEST GUI credentials for your agency in SAVE TEST GUI as needed. For anyone who needs to test in the GUI or review the SAVE V38 ICA

Please follow up if you have any questions or issues.

SAVE Support team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@michigan.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Date: Monday, March 9, 2026 at 1:54 PM
To: SAVEModSupport <[redacted]@uscis.dhs.gov>, [redacted]
<[redacted]@uscis.dhs.gov>
Cc: [redacted]@michigan.gov>, [redacted]
[redacted]@michigan.gov>, [redacted]@michigan.gov>, [redacted]
<[redacted]@uscis.dhs.gov>, save-webservices [redacted]@uscis.dhs.gov>
Subject: Re: Clarification on ICA v38 Timeline, ICA v37 Sunset, and Login.gov Requirements for Backend

You don't often get email from [redacted]@michigan.gov. [Learn why this is important](#)

Thank you for the detailed responses and for confirming the ICA v38 timeline and ICA v37 sunset period. This information is very helpful for our planning.

As requested, below is our TEST Web Service UserID:

TEST WS UserID: [redacted] (b)(6)

We kindly request that the corresponding GUI credentials be created for this account. Please let me know if any additional information or steps are required on our end.

Thank you for your assistance.

Thanks

[redacted]
IT Specialist - Eligibility Division
State of Michigan – DTMB – Agency Services
Supporting DTMB, MDHHS
235 South Grand Ave. 9th Floor, Lansing, MI 48933
[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [redacted]@uscis.dhs.gov>
Sent: Monday, March 9, 2026 12:03 PM
To: [redacted]@michigan.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@michigan.gov> [redacted]
<[redacted]@michigan.gov>; [redacted]@michigan.gov> [redacted]
<[redacted]@uscis.dhs.gov>; save-webservices <[redacted]@uscis.dhs.gov>
Subject: Re: Clarification on ICA v38 Timeline, ICA v37 Sunset, and Login.gov Requirements for Backend

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[redacted] (b)(6)

Please see the below answers to your questions in red.

1. Could you please provide the expected implementation timeline or target go-live date for ICA v38? Currently SAVE's V38 final iteration and any modification will be completed March 31st. The V38 go-live date is April 30th, this is where agencies begin using V38 in the SAVE provided website (GUI), as well web services will become available.
2. What is the planned sunset timeline for ICA v37 so we can align our migration schedule accordingly? Support for V37 will no longer be provided after 12-18 months post V38 release. SAVE expects all agencies to be fully utilizing V38 prior to that time.
3. We noticed that login.gov provides instructions for application registration, sandbox setup, and go-live processes. As Michigan uses SAVE strictly through a backend system-to-system interface, could you clarify whether backend partners are required to register an application with login.gov for ICA v38? If so, which steps specifically apply to backend/API-only integrations? I have CC'ed save-webservices@uscis.dhs.gov as your agency utilizes web services. As the SAVE V38 DRAFT ICA and the final V38 ICA will be dynamically provided from the SAVE website. Yes you will need to log in. If you do not have access to the SAVE provided website please provide your agencies TEST WS userid and SAVE Support will provide GUI credentials.
4. Do we need to complete any additional registration or onboarding steps to access the SAVE Integration/Test Environment for ICA v38? Please review the V38 DRAFT ICA and follow up. If you do not have access to the GUI, please follow up with your TEST WS Userid and SAVE will provide GUI credentials.

Please follow up if you have any questions or issues.

SAVE Support team

[Redacted]

From: [Redacted]@michigan.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Date: Monday, March 9, 2026 at 11:18 AM
To: [Redacted]@uscis.dhs.gov [Redacted]@uscis.dhs.gov>, VISWebServices.SAVE [Redacted]@uscis.dhs.gov>, SAVEModSupport <[Redacted]@uscis.dhs.gov>
Cc: [Redacted]@michigan.gov>, [Redacted]
[Redacted]@michigan.gov>, [Redacted]@michigan.gov>
Subject: Clarification on ICA v38 Timeline, ICA v37 Sunset, and Login.gov Requirements for Backend

SAVE Team,

The State of Michigan (DTMB) is preparing for the transition to ICA v38 for our backend interface with SAVE. To support our development and testing plans, we would appreciate clarification on a few items.

1. Could you please provide the expected implementation timeline or target go-live date for ICA v38?
2. What is the planned sunset timeline for ICA v37 so we can align our migration schedule accordingly?
3. We noticed that login.gov provides instructions for application registration, sandbox setup, and go-live processes. As Michigan uses SAVE strictly through a backend system-to-system interface, could you clarify whether backend partners are required to register an application with login.gov for ICA v38? If so, which steps specifically apply to backend/API-only integrations?
4. Do we need to complete any additional registration or onboarding steps to access the SAVE Integration/Test Environment for ICA v38?

Any documentation or next steps you can share would be greatly appreciated. Please let us know if you need information from our side.

Thank you for your assistance.

Thanks

[redacted]
IT Specialist - Eligibility Division
State of Michigan – DTMB – Agency Services (b)(6)
Supporting DTMB, MDHHS
235 South Grand Ave. 9th Floor, Lansing, MI 48933
[redacted]

From: [redacted]@michigan.gov> (b)(6)

Sent: Friday, March 6, 2026 1:40 PM

To: [redacted]@michigan.gov> [redacted]

[redacted]@michigan.gov> [redacted]@michigan.gov>; [redacted]

[redacted]@michigan.gov>

Cc: [redacted]@michigan.gov>; [redacted]

[redacted]@michigan.gov>

Subject: FW: SAVE ICA v38 Beta is Now Published

FYI.

From: SAVE USCIS [redacted]@messages.dhs.gov> (b)(6)

Sent: Tuesday, March 3, 2026 4:32 PM

To: [redacted]@michigan.gov>

Subject: SAVE ICA v38 Beta is Now Published

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SAVE ICA v38 Beta is Now Published

In preparation for the SAVE Interface Control Agreement (ICA) version 38 (v38) release, we have now published the Beta version, which includes all

anticipated enhancements.

SAVE ICA v38 will add significant value for user agencies by optimizing case responses, reducing manual processes, and improving case management abilities.

Updates in ICA v38 include:

- Transfer from legacy SOAP (Simple Object Access Protocol) Application Programming Interface (API) to modern REST (Representational State Transfer) API architecture;
- Ability to create cases with additional enumerators;
- New initial response structure for immigration status and employment authorization that aligns with manual verification responses, improved accuracy, and additional case processing information; and
- Automated escalations to additional verification when applicable.

Registered Web services agencies can access the [ICA v38 Beta](#) for planning, testing, and developer familiarization by logging into SAVE from a web browser. We anticipate the final release by the end of March.

For specific questions, please contact your agency directly. If you have questions about the draft, please email us at

[\[\]@uscis.dhs.gov](mailto:[]@uscis.dhs.gov).

(b)(6)

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From: DLLimited DPS
Subject: SAVE Error
To: SAVE-HELP
Sent: March 2, 2026 3:54 PM (UTC-06:00)

We are currently experiencing this error message when trying to initiate a SAVE. Is there an ETA on when this issue will be resolved?

Best Regards,

--

Verification in Process

Initial Verification encountered an error and could not complete the request at this time. This case will be placed in a queue and the system will automatically try to complete this verification over the next 24 hours. See the Guide to Understanding SAVE Verification Responses for additional information.

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office

Website: dld.utah.gov (b)(6)



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From: [REDACTED]
Subject: RE: [EXTERNAL] RE: 2/20/2026 Ohio Bulk Upload (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Cc: [REDACTED]
Sent: February 25, 2026 12:44 PM (UTC-06:00)

Thank you. Sent you an invite for 3pm.

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, February 25, 2026 11:44 AM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov> [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov> [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: 2/20/2026 Ohio Bulk Upload

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[REDACTED] – Sure thing, I can meet now until 1p ET or at 3p ET. - [REDACTED]

From: [REDACTED]@OhioSOS.Gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Tuesday, February 24, 2026 10:49 AM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>
Subject: 2/20/2026 Ohio Bulk Upload

Hi [REDACTED]
We wanted to follow up as our team ran the additional file requested on Friday, 2/20. We received a 45% response rate. For non-citizens, can we rely on those as final determinations? Also, would you like to chat briefly with our team about the results received? Our team has a few questions about some responses received.

Thanks,

From: [REDACTED]@uscis.dhs.gov>
Sent: Thursday, February 19, 2026 5:32 PM (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov> [REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Status of SAVE Future Enhancements

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Below is our counsel POC for this.

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
Associate Counsel, Regulations and Verification Law Division
Office of the Chief Counsel
U.S. Citizenship and Immigration Services
U.S. Department of Homeland Security
Phone [redacted]

From: [redacted]@OhioSOS.Gov>

Sent: Thursday, February 19, 2026 12:41 PM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: Status of SAVE Future Enhancements

[redacted]
One additional question from our legal team. They would like to update our existing MOU with USCIS legal – do you have a point of contact they can work with?

Thank you,

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Thursday, February 19, 2026 10:34 AM

To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: Status of SAVE Future Enhancements

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That works, thanks!

From: [redacted]@OhioSOS.Gov>

Sent: Thursday, February 19, 2026 10:05 AM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: Status of SAVE Future Enhancements

Just sent you an invite for 3:30 – looks like that works for our team. Let me know if you need me to adjust and feel forward to send to the rest of your team.

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, February 19, 2026 9:42 AM
To: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>
Subject: [EXTERNAL] RE: Status of SAVE Future Enhancements

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Good morning [REDACTED] – Wanted to see if you had a few mins to connect today for a quick 10 min chat on a couple topics regarding enhancements.

I can make any time work except 2-3p ET.

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Sent: Friday, February 6, 2026 3:42 PM
To: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>;
[REDACTED]@OhioSOS.Gov>
Subject: RE: Status of SAVE Future Enhancements

Good afternoon [REDACTED] – We are working toward an end of March date for the enhancements to the List Maintenance benefit category that would allow reruns of previously submitted USC cases to get initial responses for any updates to death match, denatz, etc. Let me know what date you are comfortable with hold off until so I can see if our deployment is able to be released prior to that. Let's touch base next week on this.

Enjoy the weekend!

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@OhioSOS.Gov>
Sent: Friday, February 6, 2026 9:22 AM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>;
[REDACTED]@OhioSOS.Gov>
Subject: Status of SAVE Future Enhancements

Good morning [REDACTED] –

We greatly appreciate your assistance with our recent records review on an expedited basis. I wanted to check in with you on the status of the future enhancements. Do you have an

implementation date set? And if that date is farther out can we discuss a manual workaround for our March recurring voter list maintenance check process?

Thank you,



(b)(6)



Chief Operating Officer and Assistant Secretary of State

Office of the Ohio Secretary of State

o
c



OhioSoS.gov

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From: [REDACTED]
Subject: [REDACTED] (b)(6) (b)(7)(E)
To: SAVE-HELP
Sent: February 16, 2026 10:19 AM (UTC-06:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Good morning,

We have a customer who has his new employment authorization card which he got it I believe the end of January 2026 or the beginning of February 2026. SAVE is showing that his case is under review. He has called us several times to find the status on his case. Is there any way I could get an update on his case? Any assistance you can provide would be greatly appreciated. His alien # is [REDACTED] and case # is [REDACTED]

(b)(6) (b)(7)(E)

Thanks,

[REDACTED]
Supervisor (b)(6)
Hutchinson DMV
Kansas Dept. of Revenue
125 W. 2nd Ave Ste A Hutchinson, Ks
Office Phone: [REDACTED]
[REDACTED]@ks.gov | www.ksrevenue.gov



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From: [REDACTED]
Subject: RE: SAVE Submissions (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Sent: February 6, 2026 3:16 PM (UTC-06:00)

[REDACTED] reacted to your message:

From: [REDACTED]@sos.ga.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, February 6, 2026 6:41:01 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.ga.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Submissions

Cases in SBU Number [REDACTED] should be processed. Cases in [REDACTED] should be a more complete version of [REDACTED]. Therefore, don't process [REDACTED] (b)(7)(E)

Feel free to call with questions.
Thanks,

[REDACTED]
Deputy Elections Director
Georgia Secretary of State
Direct: [REDACTED]
Cell: [REDACTED]



(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Friday, February 6, 2026 1:38 PM
To: [REDACTED]@sos.ga.gov>; [REDACTED]@sos.ga.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Submissions

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Roger that [REDACTED]. No worries—thanks for confirming. Should we process the cases that went through, or should we ignore them if you plan to re-send?

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@sos.ga.gov>
Sent: Friday, February 06, 2026 1:31 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.ga.gov>
Subject: RE: SAVE Submissions

Hi [REDACTED]
I had a couple of technology issues on our side in prepping the csv file. I'll do a better job proofing going forward.

Thanks,

[REDACTED]
Deputy Elections Director
Georgia Secretary of State
Direct: [REDACTED]
Cell: [REDACTED]

(b)(6)



From: [redacted]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Sent: Friday, February 6, 2026 12:39 PM

To: [redacted]@sos.ga.gov> [redacted]@sos.ga.gov>

Subject: RE: SAVE Submissions

CAUTION: This email originated from outside of the GA SOS organization! Do not click links, open attachments or reply, unless you recognize the sender's email address and know the content is safe!

Good afternoon [redacted] and [redacted]

We just that your recent bulk uploads to SAVE produced ~75% error rate. Was this some sort of test, or a simple data entry issue? Please help us understand what happened here, and whether the remaining quarter of records that went through without errors should be worked or ignored... Thanks!

SBU_FILE_PROCESS_TIMESTAMP	Agency	SBU_ENV	SAVE_LOGON_ID	SBU_FILE_NAME	SBU_FILE_REQUEST_COUNT	SBU_FILE_ERROR_COUNT
2026-02-05T17:43:50	Georgia Secretary of State Elections Division	PROD	[redacted]	SAVE-Upload-2026-02-05.csv	4860	3345

1 record(s) with error(s) (first error in bold): [redacted]@uscis.dhs.gov

(b)(6)

SBU_FILE_PROCESS_TIMESTAMP	Agency	SBU_ENV	SAVE_LOGON_ID	SBU_FILE_NAME	SBU_FILE_REQUEST_COUNT	SBU_FILE_ERROR_COUNT
2026-02-06T16:21:42	Georgia Secretary of State Elections Division	PROD	[redacted]	SAVE-Upload-2026-02-06-3900.csv	3584	2787

3,342 records with

Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid ,
Column [C](LastName): Last Name is required, Column [D](DOB): Date of Birth is required,
Column [D](DOB): Invalid Date of Birth, expected format of M/d/yyyy or M/d/yy

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.ga.gov>

Sent: Tuesday, January 20, 2026 8:19 AM

To: [redacted]@uscis.dhs.gov>; [redacted]@sos.ga.gov>

Subject: RE: SAVE Submissions

Good morning [redacted]

Thanks, for checking they appeared on the dashboard Saturday morning.

[redacted]
Deputy Elections Director
Georgia Secretary of State
Direc
Cell: [redacted]

(b)(6)



From: [REDACTED]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Sent: Tuesday, January 20, 2026 8:09 AM

To: [REDACTED]@sos.ga.gov> [REDACTED]@sos.ga.gov>

Subject: RE: SAVE Submissions

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Good morning, [REDACTED]

The team has confirmed that both of those uploads generated response files that should be accessible in your dashboard. If you find that it's still giving you a "Processing" indicator, please clear your cache and restart your browser—that often clears up any sort of response issue...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]

Sent: Friday, January 16, 2026 2:56 PM

To: [REDACTED]@sos.ga.gov>; [REDACTED]@sos.ga.gov>

Subject: RE: SAVE Submissions

Hi [REDACTED]

I received your email and voicemail earlier today—I was out unexpectedly yesterday due to bad weather in the area. I've checked with my team on those two cases, and they're researching now—should have an answer shortly. Just wanted to acknowledge that I've received your question and we're working it over here. More to come soon...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@sos.ga.gov>

Sent: Thursday, January 15, 2026 7:55 AM

To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.ga.gov>

Subject: RE: SAVE Submissions

Good morning, [REDACTED]

We have two batches which are still showing processing. The other 7 batches are partially complete. Do you have any visibility into the status of [REDACTED] Both batches contained 900,000 records and they were uploaded on January 9th.

(b)(7)(E)

Thanks,

[REDACTED]
Deputy Elections Director
Georgia Secretary of State
Direct [REDACTED]
Cell: [REDACTED]



(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>

Sent: Tuesday, January 13, 2026 1:26 PM

To: [REDACTED]@sos.ga.gov> [REDACTED]@sos.ga.gov>

Subject: RE: SAVE Submissions

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(b)(6)

Good afternoon, [REDACTED]

Apologies for the delay—I was out of office yesterday... What can I assist with regarding the error question you had?

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@sos.ga.gov>
Sent: Friday, January 09, 2026 6:08 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.ga.gov>
Subject: RE: SAVE Submissions

Nine files of data have been uploaded and are processing.

[REDACTED] I have a quick question about the input error files. Nothing urgent we can talk on Monday.

Have a great weekend,

[REDACTED]
Deputy Elections Director
Georgia Secretary of State
Direc [REDACTED]
Cell: [REDACTED]



(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Sent: Friday, January 9, 2026 2:24 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.ga.gov>
Subject: RE: SAVE Submissions

On the SSN we should be good. The files are comma delimited .csv files in the same format which has worked previously. Hoping for a successful run as well.

Thanks,

[REDACTED]
Deputy Elections Director
Georgia Secretary of State
Direc [REDACTED]
Cell: [REDACTED]



(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Friday, January 9, 2026 1:57 PM
To: [REDACTED]@sos.ga.gov>; [REDACTED]@sos.ga.gov>
Subject: RE: SAVE Submissions

CAUTION: This email originated from outside of the GA SOS organization! Do not click links, open attachments or reply, unless you recognize the sender's email address and know the content is safe!

Outstanding, thanks again. And you have the SSN columns formatted as Text as well? Just wanting this to be a successful run...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.ga.gov>
Sent: Friday, January 09, 2026 1:51 PM
To: [redacted]@uscis.dhs.gov> [redacted]@sos.ga.gov>
Subject: RE: SAVE Submissions

Hi [redacted]

I can confirm the A# and Natz# fields are blank. We also confirmed the SSN is either 9 digits or 4 digits. Eight files have 900,000 records each, the ninth file is a partial record with approximately 797,000 records. The files are 30-36 mb each, so they should load quickly. I'll start around 3:30 PM ET.

Thanks,

[redacted]
Deputy Elections Director
Georgia Secretary of State
Direc [redacted]
Cell: [redacted]



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Friday, January 9, 2026 10:13 AM
To: [redacted]@sos.ga.gov>
Cc: [redacted]@sos.ga.gov>
Subject: RE: SAVE Submissions

CAUTION: This email originated from outside of the GA SOS organization! Do not click links, open attachments or reply, unless you recognize the sender's email address and know the content is safe!

Thanks for confirming that. No A#s or Natz #s then? We've had some other agencies that put extraneous data in the A# or Natz# column that don't relate to either of those fields, and it's caused them to all get push to a manual review—want to make sure you avoid that same fate...

Also, please be sure that for each of the files that you change the column wit the SSN data to Text—[see the guide here](#), middle of the page. You'll right-click, select Format Cells, and select Text for that column. If you fail to do that, the .csv file will erase the leading zeroes for the last-4 of the SSN, and you'll end up with about 10% of your cases erroring out...

Please let me know if you run into any issues—I'm here until 4pm ET today... Thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.ga.gov>
Sent: Friday, January 09, 2026 9:55 AM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@sos.ga.gov>
Subject: RE: SAVE Submissions

Hi [redacted]

We will use full SSNs if we have them and then last 4 if we do not have the full...

[redacted]
Elections Director
Georgia Secretary of State
Direc [redacted]
Cell: [redacted]

(b)(6)



From: [REDACTED]@uscis.dhs.gov>

Sent: Friday, January 9, 2026 9:48 AM

To: [REDACTED]@sos.ga.gov>

Subject: SAVE Submissions

(b)(6) (b)(7)(C) (b)(7)(F)

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[REDACTED]

Thanks again for the heads-up on your planned submissions this afternoon. I've consulted with the team and there are no blockers—you're free to fly when you're ready.

One question: will you be using just the last-4 of the SSN for these submissions, or will you be using other enumerators as well? I don't have [REDACTED] email address—couldn't copy him for that data question...

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

(b)(6) (b)(7)(C) (b)(7)(F)

[REDACTED]@uscis.dhs.gov

From: [REDACTED]
Subject: RE: SAVE IT Ticket (b)(6)
To: SAVE-HELP
Sent: February 6, 2026 11:55 AM (UTC-06:00)

You don't often get email from ashley.lewis@nebraska.gov. [Learn why this is important](#)

Good Morning,

I attempted another search for [REDACTED] and I still am receiving this same error message (b)(6)

Unable to Create Case

(b)(6)



This is a duplicate case, see [REDACTED] at [REDACTED]
[REDACTED] If you do not have access to view this case, please contact your SAVE Supervisor or Superuser for further instructions. If the original case is resolved but open, your Supervisor or Superuser should close the case in order to create a new case.

Close

Thank you for your help.

[REDACTED]
OFFICE OF ECONOMIC ASSISTANCE
Nebraska Department of Health and Human Services

[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

(b)(6)

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Friday, February 6, 2026 8:56 AM
To: [REDACTED]@nebraska.gov>
Subject: SAVE IT Ticket

You don't often get email from [REDACTED]@uscis.dhs.gov. [Learn why this is important](#)

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Please provide a screen image of the error message you are receiving when initiating a case for your applicant. We will provide your image to our technical support team for review.

We kindly ask for your patience as the team works to analyze the issue and identify a solution. Once we receive an update from our technical support team, we will follow up with you to provide additional guidance.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- SAVE at [REDACTED]
- Users with hearing and speech impairment (TTY) at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

×

thread::ZehGn5J-dLCjXUPMEMkLuWw::



Agency Registration Checklist

Instructions for Completing the SAVE Agency Registration Checklist

What is a legal authority?

A legal authority is the federal statute, federal code, state statute, state code, administrative law, county or city code, or county or city ordinance that allows certain actions to be taken.

Note: It is recommended that you consult your agency's legal counsel for assistance.

What legal authorities do I need to include for SAVE? You must indicate the legal authority that allows your agency to:

1. **Part A:** Administer specific benefit(s) or license(s). See examples below.
 - Federal Example: Issuing U.S. Merchant Mariner Credentials under 46 U.S.C. § 7302(a) & (b), "Issuing merchant mariners' documents and continuous discharge books" and 46 U.S.C. § 7101(b) & (c), "Issuing and classifying licenses and certificates of registry."
 - State Example: Issuing Asbestos Abatement License under Oklahoma Statute Title, 40, § 452, "License required - Fee - Exemptions"
 - Local Authority Example: Issuing Gaming Licenses under Arizona Tribal-State Gaming Compact 2003, Section 5 (b)(1), (2), & (3), "Background Investigation of Applicants."
2. **Part B:** Verify the citizenship or immigration status of applicants applying for the benefit or license. See examples below.
 - Federal Example: 46 U.S.C. § 8103 (a) & (b), Citizenship and Navy Reserve requirements.
 - State Example: Oklahoma Statute Title, 56, § 71, "Verification of lawful presence of applicants for public benefits - Exceptions - Affidavit - Fraudulent representations - Annual report."
 - Local Authority Example: Issuing Gaming Licenses under Arizona Tribal-State Gaming Compact 2003, Section 5 (b)(1), (2), & (3), "Background Investigation of Applicants."

Part C – What is an immigration category?

The category of applicant refers to the immigration/naturalization status or category of individuals to which your agency is authorized to administer benefits, licenses, or other activities and/or verify the citizenship or immigration status. List all that apply. Examples include, but are not limited to:

- nonimmigrants,
- U.S. citizens,
- lawful permanent residents,
- asylees,
- refugees.

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Subject: RE: [EXTERNAL] RE: Cases Under Review
To: [REDACTED]
Sent: February 3, 2026 8:19 AM (UTC-06:00)

Thank you for the update!



[REDACTED] Compliance Analyst
Office of the Ohio Secretary of State
o: [REDACTED]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Monday, February 2, 2026 11:26 AM
To: [REDACTED]@OhioSOS.Gov> [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Cases Under Review

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[REDACTED] (b)(6)

As previously mentioned below, here are the 13 duplicate cases from this list and the corresponding "parent case," which is the original case (the duplicate case is the "child"). All parent cases were resolved as USC. SAVE believes they have solved the problem so that these duplicate cases will pick up the parent response moving forward. Let us know if you have any questions...



(b)(6)
(b)(7)(E)

Also, SAVE case numbers are not PII in and of themselves, so there's no privacy concern with sending these unencrypted.

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Sent: Monday, February 02, 2026 9:32 AM
To: [REDACTED]@OhioSOS.Gov> [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Cases Under Review

Good morning [REDACTED]

The team has performed an initial review of that batch of cases you sent. It appears that 345 of the cases are in the queue to be worked shortly, and the remaining 13 cases cannot be worked because they're duplicate cases of others that've been run and previously received a USC response. Once we process those 345, we'll get that response file updated in your dashboard...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6)

From: [redacted]
Sent: Friday, January 30, 2026 1:36 PM
To: [redacted] <[redacted]@OhioSOS.Gov> [redacted] <[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Cases Under Review

Received—thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted] <[redacted]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted] <[redacted]@OhioSOS.Gov>
Sent: Friday, January 30, 2026 12:21 PM
To: [redacted] <[redacted]@uscis.dhs.gov>
Cc: [redacted] <[redacted]@uscis.dhs.gov>
Subject: Re: [EXTERNAL] RE: Cases Under Review

The file has been uploaded!

Thank you,

[redacted]
Get Outlook for iOS (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted] <[redacted]@uscis.dhs.gov>
Sent: Friday, January 30, 2026 11:32:30 AM
To: [redacted] <[redacted]@OhioSOS.Gov>
Cc: [redacted] <[redacted]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: Cases Under Review

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Thanks for offering to post the file you're still waiting on. That would be super helpful.

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted] <[redacted]@OhioSOS.Gov>
Sent: Friday, January 30, 2026 11:17 AM
To: [redacted] <[redacted]@uscis.dhs.gov>
Cc: [redacted] <[redacted]@uscis.dhs.gov>
Subject: Cases Under Review

Good morning,

The first two are [redacted] and [redacted] I have a handful from the massive upload I did on 8/15/2025 which had 9 separate (b)(7)(E)
SBU numbers [redacted] I have a file with the group we are still waiting for, if you would like that uploaded to our
shared folder? It has the SAVE case numbers for each.

Let me know!

Thank you,



[redacted] Compliance Analyst
Office of the Ohio Secretary of State
o [redacted]
OhioSOS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted] <[redacted]@uscis.dhs.gov>
Sent: Friday, January 30, 2026 11:03 AM
To: [redacted] <[redacted]@OhioSOS.Gov>
Cc: [redacted] <[redacted]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: Cases Under Review

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Good morning [REDACTED] Do you have the SBU # for these cases? That will help us look into those.

[REDACTED]
From: [REDACTED]@OhioSoS.Gov>

Sent: Thursday, January 29, 2026 3:01 PM

To: [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@uscis.dhs.gov>

Subject: Cases Under Review

(b)(6) (b)(7)(C) (b)(7)(F)

Good afternoon,

I have just about 400 cases under review still pending. Is there a timeline on when that review will be completed?

Thank you!



[REDACTED] Compliance Analyst

Office of the Ohio Secretary of State

o: [REDACTED]
OhioSoS.gov

(b)(6)

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From: [REDACTED]
Subject: RE: SAVE Response - review and verification - Montana
To: [REDACTED]
Sent: January 29, 2026 11:35 AM (UTC-06:00) (b)(6) (b)(7)(C) (b)(7)(F)

[REDACTED] reacted to your message:

From: [REDACTED]@mt.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, January 29, 2026 5:33:53 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@mt.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Response - review and verification - Montana

[REDACTED]

I thank you for the expediency and thorough review. We will begin our efforts to confirm and allow these folks the appropriate due process.



[REDACTED] | Elections and Voter Services Project Manager/Elections Specialist
Montana Secretary of State, Christi Jacobsen
State Capitol Building
Helena, MT 59601 (b)(6)
PHONE [REDACTED]

[website](#) | [email](#) | [map](#)

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, January 29, 2026 10:27 AM
To: [REDACTED]@mt.gov>; [REDACTED]@mt.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: SAVE Response - review and verification - Montana

[REDACTED]

Our verification staff have searched all available records at our disposal, and they have found that all 23 of these individuals appear to be in a non-citizen status.

Please let us know if we can be of further assistance—thanks!

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@mt.gov>
Sent: Wednesday, January 21, 2026 4:27 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@mt.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Response - review and verification - Montana

You bet. We appreciate the partnership.

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Wednesday, January 21, 2026 2:26 PM

To: [REDACTED]@mt.gov>; [REDACTED]@mt.gov>

Cc: [REDACTED]@uscis.dhs.gov>

Subject: [EXTERNAL] RE: SAVE Response - review and verification - Montana

Understood, [REDACTED] Thank you for affording us this opportunity, and we'll do our best to reward your patience with a thorough review of these files, with as expedited a speed as we can muster...

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@mt.gov>

Sent: Wednesday, January 21, 2026 3:50 PM

To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@mt.gov>

Cc: [REDACTED]@uscis.dhs.gov>

Subject: Re: SAVE Response - review and verification - Montana

[REDACTED] and [REDACTED]

Thank you for working through these so efficiently. We are anxious to move to the next steps, as the rights of our citizens are trampled on by such an infringement. However, we want to proceed correctly. We'd ask that you proceed with a full file review with those you deem appropriate as expeditiously as possible.

Best,



[REDACTED] | Chief Legal Counsel | Director of Elections
Secretary of State Christi Jacobsen
State Capitol Building
(b)(6)
Helena, MT 59601
PHONE [REDACTED]

[website \[sosmt.gov\]](http://sosmt.gov) | [email](mailto:) | [map \[goo.gl\]](https://www.google.com/maps)

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From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Wednesday, January 21, 2026 1:44 PM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@mt.gov>

Cc: [redacted]@mt.gov>; [redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] RE: SAVE Response - review and verification - Montana

Hi again, [redacted]

We looked at these cases, and we think a few of them warrant a full file review where we get the paper file from storage and review it manually. This takes some time, though... When does Montana plan to send these letters? And would you be able to hold off on sending them until we're able to complete the file reviews?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]

Sent: Wednesday, January 21, 2026 2:38 PM

To: [redacted]@mt.gov>

Cc: [redacted]@mt.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: SAVE Response - review and verification - Montana

Thanks, [redacted]—we appreciate the opportunity to look these over one more time. We're taking a look at them now...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@mt.gov>

Sent: Wednesday, January 21, 2026 12:40 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

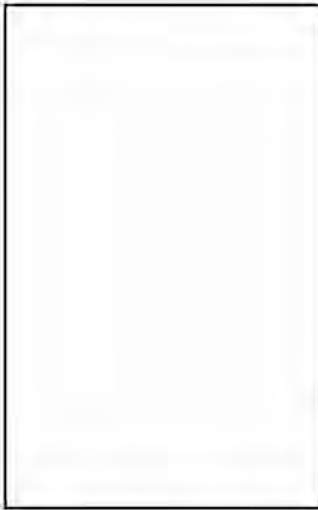
Cc: [redacted]@mt.gov>

Subject: RE: SAVE Response - review and verification - Montana

[redacted]
Please see the below:



(b)(6) (b)(7)(E)



(b)(6) (b)(7)(E)



[redacted] | Elections and Voter Services Project Manager/Elections
Specialist
Montana Secretary of State, Christi Jacobsen
State Capitol Building
Helena, MT 59601
PHONE [redacted]

[website \[sosmt.gov\]](http://sosmt.gov) | [email](#) | [map \[goo.gl\]](https://www.google.com/maps)

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, January 21, 2026 9:46 AM
To: [redacted]@uscis.dhs.gov> [redacted]@mt.gov>
Cc: [redacted]@mt.gov>
Subject: [EXTERNAL] RE: SAVE Response - review and verification - Montana

[redacted] - can you send us the SAVE case #s for those 23 and we'll take a look from there. No need to push anything to us in the system.

[redacted]

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, January 21, 2026 10:50 AM
To: [redacted]@mt.gov>
Cc: [redacted]@mt.gov> [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Response - review and verification - Montana

Hi [redacted]

Yes, thanks for reaching out—we're definitely interested in taking one last look at those 23 before your mailings go out. I'm copying our Associate Chief [redacted] for his input on this... [redacted] should they upload those 23 for one last look on our part before they reach out to them?

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@uscis.dhs.gov

From: [redacted]@mt.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, January 21, 2026 10:32 AM
To: [redacted]@uscis.dhs.gov>; save-webservices [redacted]@uscis.dhs.gov>
Cc: [redacted]@mt.gov>
Subject: SAVE Response - review and verification - Montana



After our initial review of case results from SAVE, Montana is nearly ready to send written notice to people that were identified as potential non United States Citizens. We have identified 23 that we will be potentially contacting.

Previously, you had mentioned that you and your team would be willing to meet and review the findings with us to ensure accuracy and understanding of the results. We would like for this to happen so that we can potentially rule out any false positives if they exist, and also to ensure that our understanding of the responses are true and correct.

When would be a good time for you and your team to meet with us to review?



[redacted] | Elections and Voter Services Project Manager/Elections
Specialist
Montana Secretary of State, Christi Jacobsen
State Capitol Building (b)(6)
Helena, MT 59601
PHONE [redacted]

[website \[sosmt.gov\]](http://sosmt.gov) | [email](#) | [map \[goo.gl\]](#)

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Office of Utah Lt. Governor-Elections Division Training
To: [REDACTED]
Cc: [REDACTED]@utah.gov; [REDACTED]
Sent: January 23, 2026 1:49 PM (UTC-06:00)

Good questions, [REDACTED] The only difference right now is that the two voting benefit types are configured to be pushed to manual review automatically, whereas the DL benefit type isn't and would need to be pushed to a manual review if needed. But hopefully y'all haven't been using that one since you don't administer DLs...

We're looking into configuring the two voting benefit types in different ways to make the difference more meaningful between the two, but that will be in the future—right now those two will operate in the same way within SAVE, albeit for different purposes within your agency...

Ok, I'm going in to make that change now. Thanks for the quick response, and have a great weekend!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@utah.gov>
Sent: Friday, January 23, 2026 1:37 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@utah.gov; [REDACTED]@utah.gov>; [REDACTED]@utah.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: Re: Office of Utah Lt. Governor-Elections Division Training

Hi [REDACTED]

Thanks for flagging this and for checking with us first. Updating the benefit selections to Voter Registration and Voter List Maintenance and removing Driver's License access sounds right to us. Quick question before you do: will this affect anything on our end in practice (workflows, access, or any past SAVE queries/results), or is it purely an admin/permissions cleanup?

If there's no impact, feel free to proceed with the update this afternoon.

Best,

[REDACTED] DATA ANALYST
OFFICE OF THE LIEUTENANT GOVERNOR
DERRIL M. HENDERSON
LTGOVERNOR.UTAH.GOV 385.579.0904



(b)(6) (b)(7)(C) (b)(7)(F)

On Fri, Jan 23, 2026 at 10:29 AM [REDACTED]@uscis.dhs.gov> wrote:

Good morning, Utah,

It has come to our attention that a mistake was made when your agency was set up in the SAVE system; you were accidentally given the Driver's License benefit instead of the Voter List Maintenance benefit. I want to rectify that error, but I want to ensure you're apprised of the situation first and that there aren't any issues on your end when we do so. Are you ok with SAVE updating your benefit selections to reflect Voter Registration and Voter List Maintenance, and deleting Driver's Licenses? If so, I can make that change this afternoon—let me know...

Thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@utah.gov>

Sent: Thursday, December 04, 2025 5:08 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;

[redacted]@utah.gov>; [redacted]@utah.gov>; [redacted]@utah.gov>;

[redacted]@utah.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: Re: Office of Utah Lt. Governor-Elections Division Training

You don't often get email from [redacted]@utah.gov. [Learn why this is important](#)

Hi [redacted] (b)(6)

It is working for me now. Thank you!

Best,

[redacted] | DATA ANALYST
OFFICE OF THE LIEUTENANT GOVERNOR
DERRICK M. HENDERSON
LTGOVERNOR.UTAH.GOV [redacted]

(b)(6)



(b)(6) (b)(7)(C) (b)(7)(F)

On Thu, Dec 4, 2025 at 1:22 PM [redacted]@uscis.dhs.gov> wrote:

Hello [redacted]

We recently pushed a fix to production that we think may have fixed this issue. Can you or someone on the team try accessing the case options again and let us know if you're still receiving the error message below?

Thank you,

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@utah.gov>

Sent: Thursday, December 4, 2025 11:07 AM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@utah.gov; [redacted]

[redacted]@utah.gov>; [redacted]@utah.gov>; [redacted]@utah.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: Re: Office of Utah Lt. Governor-Elections Division Training

You don't often get email from [redacted]@utah.gov. [Learn why this is important](#)

Hi [redacted]

Yes, the error is identical when I select any of the Case options.

Best,

[redacted] | DATA ANALYST
OFFICE OF LIEUTENANT GOVERNOR
DEIDRE M. HENDERSON
LTGOVERNOR.UTAH.GOV [redacted]

X

(b)(6) (b)(7)(C) (b)(7)(F)

On Thu, Dec 4, 2025 at 9:50 AM [redacted]

[redacted]@uscis.dhs.gov> wrote:

[redacted] - can you please confirm that you are receiving the error message when you click on Bulk Uploader?

Thanks,

[redacted]

Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@utah.gov>

Sent: Thursday, December 4, 2025 10:20 AM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@utah.gov; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@utah.gov>; [redacted]@utah.gov>; [redacted]@utah.gov>; [redacted]
[redacted]@uscis.dhs.gov>

Subject: Re: Office of Utah Lt. Governor-Elections Division Training (b)(6) (b)(7)(C) (b)(7)(F)

You don't often get email from [redacted]@utah.gov. [Learn why this is important](#)
Hi [redacted]

Thanks for the heads up. We're ready to begin submitting some test cases, but I have been unable to load the uploader all week. When I click any of the Case links, I get this error. Would you happen to know if this is system-wide, or if a fix is coming?

Cases ^ Report

Find Case

Create New Case

Bulk Uploader

Search Cases

An official website of the United States government [Help's how you know](#)

SAVE

Home Cases Reports Help

Lane Barron

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, [tell us](#) know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [redacted]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: USER; STATUSTEXT: Failed to Query User Details

[Return to Home](#)

(b)(6)

Thanks,

[redacted] DATA ANALYST
OFFICE OF LIEUTENANT GOVERNOR
DEIDRE M. HENDERSON
LTGOVERNOR.UTAH.GOV [redacted]

(b)(6)

[redacted]
(b)(6) (b)(7)(C) (b)(7)(F)

On Wed, Dec 3, 2025 at 8:59 AM [redacted]@uscis.dhs.gov> wrote:

Good morning, Utah partners,

Thanks again for taking the time to speak with us last week and allowing me to walk you through the system. On that call you had mentioned you're ready to run your whole voter roll, and I

requested that you wait until after a deployment we had scheduled for last night. Unfortunately that deployment was delayed until tonight, so I wanted to reach out to request that you refrain from running your records one more day—it'll have a much higher success rate if you wait, it'll take less time to get back all of the responses since less will require manual review, and it'll also save us a lot of manhours from having to do those additional verifications. Will an extra 24-hour delay be acceptable?

[Redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[Redacted]

@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

-----Original Appointment-----

From: [Redacted]@uscis.dhs.gov>

Sent: Friday, November 21, 2025 8:16 AM

To: [Redacted]@utah.gov; [Redacted]

Cc: [Redacted]

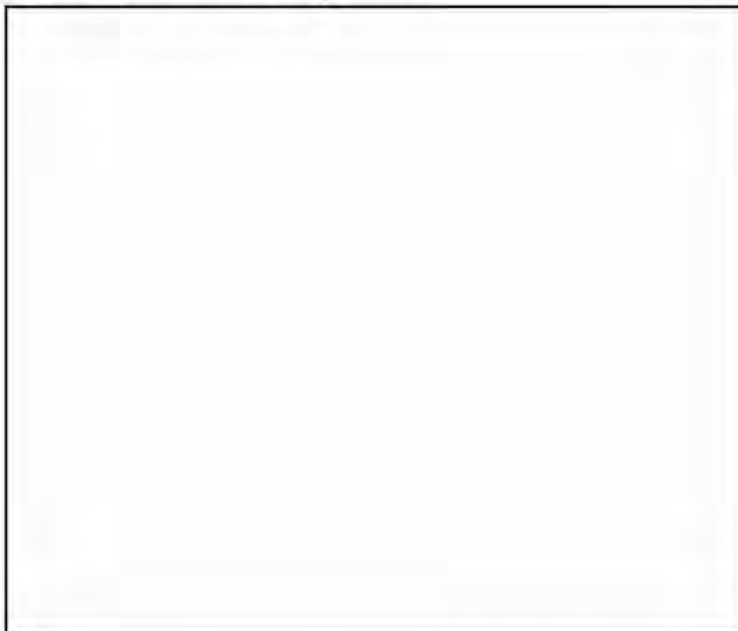
Subject: Office of Utah Lt. Governor-Elections Division Training

When: Tuesday, November 25, 2025 1:30 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

Microsoft Teams [Need help?](#)

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(b)(6)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

* * * U.S. Citizenship and Immigration Services (USCIS) * * *

From: [REDACTED] (b)(6) (b)(7)(E)
Subject: SAVE number-[REDACTED]
To: SAVE-HELP
Cc: [REDACTED]
Sent: January 14, 2026 1:01 PM (UTC-06:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

Good afternoon,

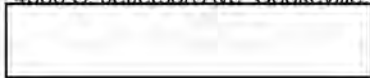
I was hoping to be able to get some guidance on a recent response that we received from the SAVE portal for customer [REDACTED] (b)(6)

She currently has a TN drivers license and came into to renew on 11/14/2025, the response we received back originally gave us a date of 11/04/2025 (which was her previous date) We resubmitted and asked for the new documentation that she was providing to be acknowledged. We received the response on 01/05/2026 and it stated that she had "No status" and in the comments it states that No immigration status was located for her based on the documentation that was provided. We have never seen this response and the customer is persistent that this is incorrect. I was hoping you guys could provide us with more information to understanding her response. I appreciate any help you can give.

Thank you,



[REDACTED] District Manager
Driver Services Division | District 6
4600 S. Jefferson Ave. Cookeville, TN, 38506 (b)(6)



From: [REDACTED]
Subject: Bulk Upload for Voter Registration Verification (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Cc: [REDACTED]
Sent: January 13, 2026 1:39 PM (UTC-06:00)

Good afternoon,

Thank you for providing that case file! Additionally, I am trying to run a Web Agency Audit Report on all cases created by our office. I am having issues generating these reports; I assume it is due to the number of submissions I have completed. This is the error I encounter when trying to pull that report.

! Report Fetching Failed

SAVE encountered a problem and is unable to complete your request at this time. Please wait a few minutes and try again.

Are you able to provide a comprehensive audit report for all cases in 2025?

Let me know!

Thank you,



[REDACTED] Compliance Analyst

Office of the Ohio Secretary of State

O: [REDACTED]

OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Friday, January 9, 2026 11:25 AM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

****Secretary of State Security Notice****

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(b)(6)

Great—thanks for that confirmation, [REDACTED]. Please don't hesitate to reach back out if something odd pops up like that again...

I actually have a separate question for you, however... We received a bulk upload file from your agency on 12/18 containing 54 cases. The majority of them (51 cases) went to a manual review. Those cases have been worked, but the team is saying there are data entry errors denoted below:

Ohio Secretary of State Division of Elections completed a Bulk Upload on 12/18/2025 of 54 cases. When worked by SVO it appeared the data was mis-entered on the CSV file during import.

- **EXAMPLE 1)** For case [REDACTED] the A number in SVS matches case [REDACTED]
- **EXAMPLE 2)** For case [REDACTED] the A number in SVS matches case [REDACTED]

Details:

- Agency: [REDACTED] Ohio Secretary of State Division of Elections (b)(7)(E)
- SBU: [REDACTED]

I just uploaded a file to your secure server containing these 51 cases for your reference in case you needed to re-upload them correctly. Please let me know if you have any questions on this—thanks!

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, January 09, 2026 8:28 AM

To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

Good morning,

I was not receiving an error, but I now have access to all the submissions in the search cases section. Please disregard!

Thank you,



[redacted] Compliance Analyst

Office of the Ohio Secretary of State

o: [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, January 9, 2026 8:25 AM

To: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Good morning, [redacted] (b)(6)

We had a brief internal systems hiccup yesterday from 1:19pm to 2:06pm ET, but that was quickly rectified. Was that when you experienced this issue? Can you confirm you're still having the same problem this morning? And if so, can you provide a screenshot of the error that you're being shown?

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Thursday, January 08, 2026 4:34 PM

To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>

Subject: Bulk Upload for Voter Registration Verification

Good afternoon,

For this bulk upload submitted yesterday afternoon, I am unable to access the cases through my search cases section on my account. To proceed with our List Maintenance process, how do I access those specific cases? I specifically need cases for individuals who had any Non-Citizen response and Deceased response.

Thank you,



[redacted] | **Compliance Analyst**
Office of the Ohio Secretary of State
o [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Wednesday, January 7, 2026 3:34 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

The bulk file contains 117,056 records, and I believe [redacted] is uploading soon. She can confirm once it's been uploaded.

Thanks again,



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, January 7, 2026 1:22 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>
Subject: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

Secretary of State Security Notice

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Thanks for the heads up [redacted] How many records and when do you expect to upload? We'll be on the lookout and will expedite them when they come in.



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Wednesday, January 7, 2026 1:06 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>
Subject: Bulk Upload for Voter Registration Verification

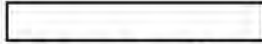
Good afternoon, [redacted]—

As discussed earlier this week, we expect to bulk upload records for voter registration verification. Secretary LaRose is requesting an expedited review, if possible. These are records for which we previously were unable to obtain a determination, and we are hopeful that this review will be successful. Happy to discuss further, if helpful.

Thank you,



(b)(6)



Chief Operating Officer and Assistant Secretary of State

Office of the Ohio Secretary of State



OhioSoS.gov

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(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]
Subject: RE: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification
To: [REDACTED]
Cc: [REDACTED]
Sent: January 8, 2026 10:04 AM (UTC-06:00)

Thanks for that positive feedback, [REDACTED]—happy to hear the system is working well! And yes, those Institute Additional Verification cases will get automatically escalated to a manual review without you needing to take any further action—this was what you intended for those cases, correct?

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@OhioSOS.Gov>
Sent: Thursday, January 08, 2026 10:04 AM
To: [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov> [REDACTED]@OhioSOS.Gov> [REDACTED]
[REDACTED]@OhioSOS.Gov> [REDACTED]@OhioSOS.Gov> [REDACTED]@OhioSOS.Gov>;
[REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

Hi [REDACTED]—

We received results for a majority of records in record time! We truly appreciate the expedited review. It appears that some of those records have already undergone final verification, and we wanted to verify whether we can rely on those results. Also, for records that received an 'Institute additional verification' response, do we need to manually request additional verification, or will those be automatically escalated?

Thank you,

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@OhioSOS.Gov>
Sent: Wednesday, January 7, 2026 3:34 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

The bulk file contains 117,056 records, and I believe [REDACTED] is uploading soon. She can confirm once it's been uploaded.

Thanks again,

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@uscis.dhs.gov>
Sent: Wednesday, January 7, 2026 1:22 PM
To: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>
Subject: [EXTERNAL] RE: Bulk Upload for Voter Registration Verification

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Thanks for the heads up [redacted] How many records and when do you expect to upload? We'll be on the lookout and will expedite them when they come in.

[redacted] (b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>

Sent: Wednesday, January 7, 2026 1:06 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>

Subject: Bulk Upload for Voter Registration Verification

Good afternoon [redacted].

As discussed earlier this week, we expect to bulk upload records for voter registration verification. Secretary LaRose is requesting an expedited review, if possible. These are records for which we previously were unable to obtain a determination, and we are hopeful that this review will be successful. Happy to discuss further, if helpful.

Thank you,

[redacted] (b)(6)



[redacted] Chief Operating Officer and Assistant Secretary of State
Office of the Ohio Secretary of State

O [redacted]
C [redacted]
OhioSoS.gov

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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)
Subject: RE: SAVE open cases request for case number list
To: [REDACTED]
Sent: January 8, 2026 6:50 AM (UTC-06:00)

Happy to help, [REDACTED] But FYI, please let me know if you continue to receive the timeout errors when using Search Cases. The team has told me that there have been some back-end enhancements that has greatly improved system performance in that regard, and their testing shows that it should be able to bring back 1.5M cases in under a minute. So if you're still running into that issue, please confirm and we'll open a ticket to see why... Hopefully it wasn't just because it was a holiday that you were able to get that readout!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@sos.mo.gov>
Sent: Wednesday, January 07, 2026 11:46 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE open cases request for case number list

[REDACTED]

Perfect I really do appreciate everything.

Kind regards,

[REDACTED] **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins (b)(6)
600 West Main Street | Jefferson City, MO 65102
Direct: [REDACTED]



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(b)(6) (b)(7)(C) (b)(7)(E)

On Jan 7, 2026, at 3:45 PM, [REDACTED]@uscis.dhs.gov> wrote:

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Hey [REDACTED]

Our team pulled those case numbers for you—these should be all the open ones we have for y'all as of today. Let me know if this doesn't answer the mail and we'll try again...

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]

@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]

Sent: Wednesday, January 07, 2026 12:02 PM

To: [REDACTED]@sos.mo.gov>

Subject: RE: SAVE open cases request for case number list

Good morning, [REDACTED]

I'm happy to ask for that list to be compiled on our side, but first I need to ask why you're spending this time and effort closing them all out? SAVE is working on functionality in the coming weeks that will allow a bulk closing of open cases, so I think it'd be better for your and your team to not try to do those individually unless there's some immediate need to do so that I'm not aware of... And what is the backlog you're referring to that you're trying to clean up?

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]

@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@sos.mo.gov>

Sent: Wednesday, January 07, 2026 8:52 AM

To: [REDACTED]@uscis.dhs.gov>

Subject: SAVE open cases request for case number list

[REDACTED]

I want to ask for your help with a cleanup issue.

I recently got a brief window where SAVE surfaced the full count of open cases tied to our account. It's showing approximately 12,647 open cases (screenshot attached). This was a few days ago I was able to clean almost 500 up.

I now have help lined up to start closing out cases that already have final SAVE responses. To do that, I don't need full records or personal data I only need a list of the SAVE case numbers for the open cases.

If there's a way to pull a simple extract of open case numbers only, that would let us work directly in SAVE and start closing them out efficiently. The goal here is to reduce the backlog and clean this up.

Thank you for everything,

[REDACTED]

Director of Election Integrity

Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102

(b)(6)

Direct: (b)(6)

<image001.jpg>

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<VRMO Open Cases.xlsx>

From: [REDACTED] (b)(6) (b)(7)(E)
Subject: SAVE case [REDACTED]
To: SAVE-HELP
Sent: January 7, 2026 3:15 PM (UTC-06:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Hello,

I have a staff person trying to check an applicant in SAVE.
She is receiving the below response.

"This is a duplicate case, see [REDACTED] at SRS. If you do not have access to view this case, please contact your SAVE Supervisor or Superuser for further instructions. If the original case is resolved but open, your Supervisor or Superuser should close the case in order to create a new case."

(b)(7)(E)

When I look up the case to close out the case no results populate.
Please assist or let me know what other steps can be taken to close this case.

I have also searched using name as well as using the filter options with the same result.

Thank you,

Search (Case Number, Applicant Last Name, or Applicant Enumerator)

Q

SAVE CASE NUMBER: [REDACTED] (b)(7)(E)

Hide Filters

Case Status

- Select -

Creation Date

Past 30 days

Created By - Department

Created By - Group

- Select -

Created By - User

- Select -

Open (0)

Closed (0)

Sort By

Last Modified

↕ Z A

No Cases

Rows Per Page

20

1

Go to page

1

Go

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)
Subject: RE: USCIS record review request SAVE verification cases
To: [REDACTED]
Sent: January 7, 2026 11:40 AM (UTC-06:00)
Attached: [REDACTED].pdf

Hi again, [REDACTED] (b)(6) (b)(7)(E)

I know I just emailed you on the closing cases issue, but I also wanted to let you know that our verifiers have confirmed this morning that this individual is an LPR. I've attached the case details for your ease of reference...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@sos.mo.gov>
Sent: Tuesday, December 30, 2025 6:17 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: Re: USCIS record review request SAVE verification cases

[REDACTED]

Thanks for the clarification. The A-Number was located and a new SAVE case was submitted today [REDACTED]. We'll wait for the final response from SVO before taking any voter-list action. Let me know if anything further is needed.

(b)(7)(E)

Thank you,

[REDACTED] **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102 (b)(6)
Direct: [REDACTED]



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(b)(6) (b)(7)(C) (b)(7)(E)

On Dec 30, 2025, at 11:51 AM, [REDACTED]@uscis.dhs.gov> wrote:

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(b)(6) Hi [REDACTED] – Based on matching the name/DOB/SSN(last four) used in the SAVE case to USCIS records, this person appears to be a Lawful Permanent Resident. However, those data elements alone aren't a strict enough match to meet our criteria for manual cases. We would need you to provide the immigration enumerator for us to have the full confidence to update the SAVE case response. Hope this is helpful enough.

[REDACTED]
Deputy Chief, Verification Division
Immigration Records and Identity Services
US Citizenship and Immigration Services
Mobile: [REDACTED]

Schedule: M-F / 9:30am-6:00pm ET / 6:30am-3:00pm PT

From: [REDACTED]@sos.mo.gov> (b)(6) (b)(7)(C) (b)(7)(E)
Sent: Monday, December 29, 2025 4:30 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: USCIS record review request SAVE verification cases

[REDACTED] and [REDACTED]

I need your help on one voter record that we've queried three times through SAVE. The voter marked "No" to U.S. citizenship on the registration application. We are trying to determine the correct status for list-maintenance purposes.

SAVE case numbers:

08/19/2025

[REDACTED]

10/02/2025

[REDACTED] (b)(7)(E)

12/29/2025

[REDACTED] (latest)

Each response states:

"Immigration Enumerator Required Resubmit With Additional Information"

Can you confirm whether this individual is a U.S. citizen or not based on the underlying USCIS record?

Thank you and kind regards,

| **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102 (b)(6)
Direct:

<image001.png>

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Department of Homeland Security
Save Program

Agency Report

Report Generated By:
Invalid ID

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

From: [REDACTED]
Subject: RE: SAVE open cases request for case number list (b)(6) (b)(7)(C) (b)(7)(E)
To: [REDACTED]
Sent: January 7, 2026 11:02 AM (UTC-06:00)

Good morning, [REDACTED]

I'm happy to ask for that list to be compiled on our side, but first I need to ask why you're spending this time and effort closing them all out? SAVE is working on functionality in the coming weeks that will allow a bulk closing of open cases, so I think it'd be better for you and your team to not try to do those individually unless there's some immediate need to do so that I'm not aware of... And what is the backlog you're referring to that you're trying to clean up?

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

From: [REDACTED]@sos.mo.gov> (b)(6) (b)(7)(C) (b)(7)(E)
Sent: Wednesday, January 07, 2026 8:52 AM
To: [REDACTED]@uscis.dhs.gov>
Subject: SAVE open cases request for case number list

[REDACTED]

I want to ask for your help with a cleanup issue.

I recently got a brief window where SAVE surfaced the full count of open cases tied to our account. It's showing approximately 12,647 open cases (screenshot attached). This was a few days ago I was able to clean almost 500 up.

I now have help lined up to start closing out cases that already have final SAVE responses. To do that, I don't need full records or personal data I only need a list of the SAVE case numbers for the open cases.

If there's a way to pull a simple extract of open case numbers only, that would let us work directly in SAVE and start closing them out efficiently. The goal here is to reduce the backlog and clean this up.

Thank you for everything,

[REDACTED] | **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins (b)(6)
600 West Main Street | Jefferson City, MO 65102
Direct: [REDACTED]



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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy
To: [REDACTED]
Cc: [REDACTED]
Sent: December 29, 2025 4:02 PM (UTC-06:00)

[REDACTED] – It does not seem that SSA has anything more than what is on their website for SSA Personal Record Correction. Here is the language we include in our Guide to SAVE Responses as guidance to agencies on SSA related issues.

“If the benefit granting agency believes this response is in error, the benefit applicant will need to contact their local Social Security office. For more information on correcting records, visit SSA's page at: **SSA Personal Record Correction**.”

In addition, SSA mentioned that to get records corrected that may be in error, the agency should instruct the individual to visit their local field office. In addition to providing evidence of their identity, such as a state issued DL, the individual should also bring something that would prove their age/citizenship such as their original birth certificate, DHS issued document, or a US passport if they have one. Essentially the documents that would otherwise be needed to apply for a new SSN card.

Let me know if that helps.

[REDACTED]
(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@OhioSOS.Gov>
Sent: Friday, December 19, 2025 9:33 AM
To: [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Good morning [REDACTED] –
We received a follow-up request from boards of elections for guidance on how to correct an SSA record. Any update that you can provide is appreciated.
Thank you,

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@uscis.dhs.gov>
Sent: Wednesday, December 03, 2025 12:28 PM
To: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Thanks [REDACTED] we'll circle back with SSA on that request. I'm meeting with them tomorrow and will follow up.
Much appreciated!

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@OhioSOS.Gov>
Sent: Wednesday, December 3, 2025 12:02 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov> [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

(b)(6) (b)(7)(C) (b)(7)(E)

[redacted]

Below is the information you requested:

[redacted]

(b)(6)

Additionally, on our call with SSA they mentioned that they would create a document that we can share with boards of elections when a voter is flagged as needing to correct their Social Security number. Do you know who we can contact to obtain the document?

Thanks,

[redacted] (b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]

Sent: Tuesday, November 25, 2025 4:21 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Yes, our voter file, including mailing address, is public, so we can provide that information. Can you let me know which case number is impacted or the name?

Thank you,

[redacted] (b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>

Sent: Tuesday, November 25, 2025 9:56 AM

To: [redacted]@ohiosos.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: FW: [EXTERNAL] RE: Deceased Record Discrepancy

[redacted]

Good morning, [redacted] (b)(6)

We heard back from SSA this morning that they can facilitate a records correction for one of the individuals you identified in your Sept. 17th email below, but we will need to get their current mailing address so that SSA can send them a notice. Would that be possible for you to provide?

Apologies for the delay in this request—SSA was impacted by the shutdown, and they're just now getting spun back up again...

(b)(6) (b)(7)(C) (b)(7)(E)

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted] @uscis.dhs.gov

From: [redacted]
Sent: Tuesday, November 25, 2025 9:24 AM (b)(6) (b)(7)(C) (b)(7)(E)
To: [redacted]
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

We met with someone who may be able to coordinate with [redacted] local SSA field office to correct her record. To identify the appropriate field office, we need [redacted] current mailing address. Would you be able to work with Ohio to get her address for us?

Thanks,
[redacted] (b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted] @OhioSOS.Gov>
Sent: Wednesday, September 17, 2025 12:54 PM
To: [redacted] @uscis.dhs.gov>
Cc: [redacted] @uscis.dhs.gov>; [redacted] @OhioSOS.Gov> [redacted]
[redacted] @OhioSOS.Gov>; [redacted] @OhioSOS.Gov>; [redacted] @uscis.dhs.gov>;
[redacted] @OhioSOS.Gov>; [redacted] @uscis.dhs.gov>; [redacted]
<[redacted] @OhioSOS.Gov>; [redacted] @OhioSOS.Gov>; [redacted]
[redacted] @uscis.dhs.gov>; [redacted] @uscis.dhs.gov>; [redacted]
[redacted] @OhioSOS.Gov>; [redacted] @uscis.dhs.gov> [redacted]
<[redacted] @uscis.dhs.gov>

Subject: Deceased Record Discrepancy

Hello SAVE team –
We wanted to notify you that we learned of 3 records that received a SAVE Response of : Deceased (per SSA Record) that have since being removed notified the board of elections that they are alive. The Case numbers are: [redacted] (b)(7)(E)
[redacted] Please let us know if you can assist with a review, and we would be happy to join a call to learn more.
Thank you,
[redacted]

(b)(6)



[redacted] Chief Operating Officer and Assistant Secretary of State
Office of the Ohio Secretary of State
o: [redacted]
c: [redacted]
OhioSoS.gov

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From: save-webservices
Subject: Re: North Dakota TEST Webservices
To: [REDACTED]; SAVE-HELP
Sent: (b)(6) December 29, 2025 2:59 PM (UTC-06:00)

[REDACTED]

Thank you

Please follow up if you have any issues or questions

SAVE Support team

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@nd.gov>
Date: Monday, December 29, 2025 at 3:52 PM
To: save-webservices [REDACTED]@uscis.dhs.gov>, SAVE-HELP [REDACTED]@uscis.dhs.gov>
Subject: RE: North Dakota TEST Webservices

[REDACTED]

No. The password reset seemed to have fixed our problem. If there was a problem on the backend of SAVE, it may have also been in conjunction with our bad password. I've replaced the password with a new one and we completed our testing without any other issues. I have the test password on a calendar to reset the password every 85 days.

Thanks.

[REDACTED]

(b)(6)
Programmer/Analyst III
Respectful | Loyal | Collaborative | Purposeful

[REDACTED]@nd.gov

NORTH
Dakota | Job Service
Be Legendary.™

From: save-webservices <[REDACTED]@uscis.dhs.gov> (b)(6)
Sent: Monday, December 29, 2025 2:36 PM
To: [REDACTED]@nd.gov>; SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Subject: Re: North Dakota TEST Webservices

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(b)(6) [REDACTED]

Are you still seeing the SAVE TEST issue

Please follow up if you have any issues or questions

SAVE Support team



(b)(6) (b)(7)(C) (b)(7)(E)

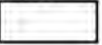
From: [redacted]@uscis.dhs.gov>
Date: Monday, December 22, 2025 at 9:49 AM
To: [redacted]@nd.gov>, SAVE-HELP [redacted]@uscis.dhs.gov>
Subject: Re: North Dakota TEST Webservices



There is a SAVE backend issue causing the issue. No ETA on a resolution at this time.

Please follow up if you have any issues or questions

SAVE Support team



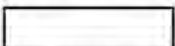
(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@nd.gov>
Date: Wednesday, December 17, 2025 at 10:40 AM
To: [redacted]@uscis.dhs.gov>, SAVE-HELP
[redacted]@uscis.dhs.gov>
Subject: North Dakota TEST Webservices

Good morning,

We are doing some testing with the SAVE TEST webservices this morning. We are getting a 403 Forbidden error when trying the CpsVerifyConnection and Agency3InitVerif webservices while using the [redacted] (b)(6) username. Can you please verify that the username and webservice are working correctly?

Thanks.



Programmer/Analyst III

Respectful | Loyal | Collaborative | Purposeful

[redacted]@nd.gov (b)(6)

NORTH
Dakota | Job Service
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[redacted]@nd.gov • jobsnd.com • 1000 E. Divide Ave. • Bismarck, ND 58501-1926



(b)(6)

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)
Subject: RE: Procedural follow-up re: SAVE case resolution timing
To: [REDACTED]
Sent: December 19, 2025 4:49 PM (UTC-06:00)
Attached: FW_ Procedural follow-up re_ SAVE case resolution timing.eml

Hi [REDACTED] – Thanks for this. I should have CCed you on my response that I already sent to [REDACTED] And all of what you have here is accurate as well.

[REDACTED]

[REDACTED]
Deputy Chief, Verification Division
Immigration Records and Identity Services
US Citizenship and Immigration Services
Mobile: [REDACTED]

Schedule: M-F / 9:30am-6:00pm ET / 6:30am-3:00pm PT

From: [REDACTED]@uscis.dhs.gov>
Sent: Friday, December 19, 2025 2:44 PM
To: [REDACTED]@sos.mo.gov> (b)(6) (b)(7)(C) (b)(7)(E)
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: Procedural follow-up re: SAVE case resolution timing

Hey [REDACTED]

I looked up the case (case details attached) and I see that the response on there says that the USC status was pulled from Dept. of State records. That usually indicates acquired citizenship, and not a typical naturalization. Here's the blurb from our MOA regarding acquired citizenship: "Acquired citizenship' is defined as citizenship conveyed to children through the naturalization of parents or, under certain circumstances, at birth to foreign-born children of U.S. citizens, provided certain conditions are met. SAVE is only able to verify information that relates to information found in the databases accessed by the system. Accordingly, if the User Agency provides an immigration enumerator for an individual with acquired citizenship who has not applied for a Certificate of Citizenship with USCIS, the agency may not have that individual's citizenship information available in the databases accessed, and SAVE may not be able to confirm that individual's acquired citizenship."

We're exploring the possibility of adding Grant Date as part of the response in the future—possibly even in this upcoming quarter. But as you know, SAVE responses are a snapshot of current records, and doesn't provide historical data. Therefore, this could get tricky for determining a date of acquired citizenship as determined by the issuance of a passport. But yes, we're aware of the need, and are exploring how to determine it accurately.

Copying [REDACTED] since you sent him this question originally... But I'm out until Tuesday the 30th, so have a very merry Christmas [REDACTED] and I'll probably touch base with you again in the new year!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@sos.mo.gov>
Sent: Wednesday, December 17, 2025 1:50 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: FW: Procedural follow-up re: SAVE case resolution timing

(b)(6) (b)(7)(C) (b)(7)(E)

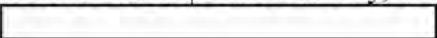


Here is the procedural inquiry below regarding SAVE case resolution timing and the citizenship acquisition date.

Thank you for everything!

 | **Director of Election Integrity**

Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102 (b)(6)

Direct: 

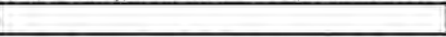


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From: 

Sent: Monday, December 15, 2025 9:18 AM

To: @uscis.dhs.gov>

Subject: Procedural follow-up re: SAVE case resolution timing

(b)(6) (b)(7)(C) (b)(7)(E)



Thanks again for taking the time this morning. As discussed, I'm following up with a brief procedural question related to a SAVE verification outcome.

Here are the SAVE cases for the same individual:

08/19/2025: Case No. 

Result: Immigration Enumerator Required – Resubmit With Additional Information

10/02/2025: Case No.  (b)(7)(E)

Result: Same

12/13/2025: Case No. 

Result: United States Citizen (per DOS record)

I understand SAVE is a point-in-time verification interface and that the "U.S. Citizen (per DOS record)" response reflects information from the underlying federal system(s) queried at the time.

For documentation purposes, can you confirm the U.S. citizenship acquisition date reflected in the underlying record that produced the DOS citizen result on December 13, 2025?

Appreciate the help and Merry Charismas to you AND YOUR Family.

 | **Director of Election Integrity**

Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102

(b)(6)

Direct: (b)(6)



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Department of Homeland Security
Save Program

Agency Report

Report Generated By:
Invalid ID

Report Prepared: 12/17/2025 16:16

Report Parameters

Page: 1 of 5

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

From: SAVEModSupport
Subject: Re: Bay County Supervisor of Elections error
To: [REDACTED]
Cc: SAVE-HELP
Sent: December 19, 2025 1:26 PM (UTC-06:00)

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

This is [REDACTED] with SAVE Support, please perform a browser clear cache, computer restart and try once more. If the issue continues please try utilizing Microsoft edge.

Please follow up if you are continuing to have the issue or have any questions.

SAVE Support team

[REDACTED]
(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@bayvotesfl.gov>
Date: Friday, December 19, 2025 at 2:08 PM
To: SAVEModSupport <[REDACTED]@uscis.dhs.gov>
Cc: SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Subject: Bay County Supervisor of Elections error

Some people who received this message don't often get email from

[REDACTED]@bayvotesfl.gov. [Learn why this is important](#)

Our agency Bay County Supervisor Of Elections cannot create a case file nor use the bulk uploader feature. See screenshot below and please advise. I have sent this information on 12/10 and have not received a response.

User ID [REDACTED] (b)(6)



(b)(6)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, please [contact us](#). Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email [\[redacted\]@uscis.dhs.gov](#) with subject SAVE UI Bug Report. Please paste the following text in the body of the email as it will help us address the issue: ERROR TYPE: USER, STATUSTEXT: Failed to Query User Details

(b)(6)

[Return to Home](#)



(b)(6)

Deputy Supervisor of Elections
Representing Nina Ward, Supervisor of Elections, Bay County,
FL

Office [\[redacted\]](#)

www.bayvotesfl.gov

830 West 11th Street, Panama City, FL 32401

PLEASE NOTE: Florida has a very broad public records law. Email communications to or from Bay County Supervisor of Elections employees are considered public records and are available to the public and media upon request. Your e-mail communications, including your email address, are subject to public disclosure. This email is intended for the addressee(s) indicated above only. If you have received this email in error, please delete it immediately.

From: DLLimited DPS
Subject: SAVE Error
To: SAVE-HELP
Sent: December 17, 2025 9:55 AM (UTC-06:00)

We are currently experiencing issues submitting for final verification with SAVE system. Is there an ETA on when this issue will be resolved.

--

Best Regards,

Verification in Process

Initial Verification encountered an error and could not complete the request at this time. This case will be placed in a queue and the system will automatically try to complete this verification over the next 24 hours. See the [Guide to Understanding SAVE Verification Responses](#) for additional information.

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov



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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)
Subject: Re: Office of Utah Lt. Governor-Elections Division Training - User Issues
To: [REDACTED]
Cc: [REDACTED]
Sent: December 11, 2025 4:29 PM (UTC-06:00)

Thanks, [REDACTED] We have been pleased with the responses so far.

Best,

[REDACTED] DATA ANALYST
OFFICE OF LIEUTENANT GOVERNOR
DEIDRE M. HENDERSON
LTGOVERNOR.UTAH.GOV [REDACTED]

(b)(6)



(b)(6) (b)(7)(C) (b)(7)(E)

On Wed, Dec 10, 2025 at 6:16 AM [REDACTED]@uscis.dhs.gov> wrote:

Great, sounds like a plan—thanks for that clarification, [REDACTED] We'll be ready for your future submissions when it's time...

And as for the partially processed files, we're currently at an average of 14 working days' processing time ([see this continually-updated page](#)). There may be a handful that require a paper file review, however, so we'll have to see if that will delay things further—those will be a miniscule minority, however...

[REDACTED]
Verification Division, IRIS

U.S. Citizenship & Immigration Services

(b)(6) (b)(7)(C) (b)(7)(E)

Department of Homeland Security

[REDACTED]
[@uscis.dhs.gov](#)

From: [redacted]@utah.gov>

Sent: Tuesday, December 09, 2025 5:31 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]s@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>

Subject: Re: Office of Utah Lt. Governor-Elections Division Training - User Issues

Hi [redacted] (b)(6) (b)(7)(C) (b)(7)(E)

It looks like one file is completely processed, and two are partially processed, just missing the escalated cases.

We currently have approximately 2.1 million registered voters, the majority of whom have an SSN4 on file. As part of our ongoing citizenship verification efforts, the roughly 56,000 voters included in this submission are individuals for whom we do not yet have full citizenship confirmation. Per the direction of the Lieutenant Governor, we are beginning with this subset, as they are of greatest concern. The remaining records will likely come in a subsequent data set.

Best,

[redacted] DATA ANALYST

OFFICE OF LIEUTENANT GOVERNOR
DEIDRE M. HENDERSON
LTGOVERNOR.UTAH.GOV [redacted]

(b)(6)

✕

(b)(6) (b)(7)(C) (b)(7)(E)

On Tue, Dec 9, 2025 at 2:28 PM [redacted]@uscis.dhs.gov> wrote:

Ok, great! If you submitted them this morning then they may have already completed processing—did you check your file dashboard for the response files yet? Not sure if there's anything in the queue that might delay it, though...

Also, did you plan on submitting further records in addition to these 55k? I had it in my head that we had discussed on the phone that Utah had ~700k registrants on your rolls, and that around half of them had enumerators (last-4 SSN) that could be used for SAVE verifications... Was that a misunderstanding on my part?

[REDACTED]
Verification Division, IRIS

U.S. Citizenship & Immigration Services

Department of Homeland Security

[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@utah.gov>

Sent: Tuesday, December 09, 2025 4:24 PM

To: [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]

[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]

[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>

Subject: Re: Office of Utah Lt. Governor-Elections Division Training - User Issues

Hi [REDACTED]

We went ahead and submitted three bigger files with ~7k, ~23k, and ~25k records this morning.

Best,

[REDACTED] DATA ANALYST

OFFICE OF LIEUTENANT GOVERNOR
DEIDRE M. HENDERSON
LTGOVERNOR.UTAH.GOV | 385-377-0904

(b)(6)

✕

(b)(6) (b)(7)(C) (b)(7)(E)

On Tue, Dec 9, 2025 at 2:22 PM [redacted]@uscis.dhs.gov> wrote:

Good afternoon [redacted]

Glad to hear that the test cases went through without (further) issue!

I wanted to follow up to inquire about the larger file that Utah had planned to submit... Do you have a timeframe in mind as to when you'll be putting that in the system? And do you have an approximate record count that'll be in the file?

Thanks!

[redacted]

Verification Division, IRIS

U.S. Citizenship & Immigration Services

Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@utah.gov>

Sent: Friday, December 05, 2025 6:58 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: Re: Office of Utah Lt. Governor-Elections Division Training - User Issues

You don't often get email from [redacted]@utah.gov. [Learn why this is important](#)

Hi [redacted]

The issues are resolved and I was able to upload our test cases this afternoon. Thanks!

[redacted] DATA ANALYST (b)(6)

OFFICE OF THE DEPUTY GOVERNOR
DELORE K. HENDERSON

LTGOVERNOR.UTAH.GOV

[REDACTED]

(b)(6)



(b)(6) (b)(7)(C) (b)(7)(E)

On Thu, Dec 4, 2025 at 3:09 PM [REDACTED]@uscis.dhs.gov> wrote:

Good afternoon,

I am a member of the SAVE team, and we were notified that you were having issues accessing the options under the "Cases" tab. A fix was released to production this afternoon. Can you try the options again and let us know if you are still receiving error messages?

We also understand you wanted to run some test cases and would like to request you hold off until tomorrow to bulk upload as we would like your test cases to include our full integration with Department of State, which we are deploying later today.

Thank you,

[REDACTED]

MPA, Verification Services Section

Verification Division

(b)(6) (b)(7)(C) (b)(7)(E)

IRIS Directorate, USCIS

Contact Number:

[REDACTED]

From: [REDACTED]
Subject: FW: Texas SoS Contact Timeline (b)(6) (b)(7)(C) (b)(7)(E)
To: [REDACTED]
Sent: December 10, 2025 8:30 AM (UTC-06:00)
Attached: FW_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship.eml, RE_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship.eml, RE_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship (1).eml, RE_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship (2).eml, RE_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship (3).eml, RE_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship (4).eml, RE_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship (5).eml, RE_ Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship (6).eml, RE_ SAVE Bulk Uploader Feedback-- Texas Secretary of State.eml, RE_ Potential Collaboration between Texas DPS and Texas SoS with SAVE.eml, RE_ SAVE Test Request for Last-Four SSN.eml, RE_ Texas Secretary of State - SSN Last-4 SAVE Upload Opportunity.eml, RE_ Update.eml, RE_ SAVE Case Closures.eml, RE_ SAVE Response File Available in Bulk Upload Dashboard.eml

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov
(b)(6)(b)(7)(C)(b)(7)(E)

From: [REDACTED]
Sent: Tuesday, December 09, 2025 2:28 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: Texas SoS Contact Timeline
Importance: High

[REDACTED] please see timeline discussed below, going back to their registration in February 2025. I've attached threads that cover most all of these conversations, but let me know if you want to see something that you think may be missing...

[REDACTED]

(b)(5)
(b)(6)

(b)(5)

[Redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services (b)(6) (b)(7)(C) (b)(7)(E)
Department of Homeland Security
[Redacted]@uscis.dhs.gov

From: [REDACTED]
Subject: RE: SAVE Automatic Response (b)(6)
To: SAVE-HELP
Sent: December 4, 2025 11:00 AM (UTC-06:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Hello!

(b)(6) I have figured out why I was receiving that error, it appears my Director has already opened a case for [REDACTED] and that was why I was not able to open a new one.

You can disregard my prior email.

Have a great day!



[REDACTED] (he/him)
Certification Analyst
Office of Accreditation, Certification, & Approval
500 S. 84th St.
Lincoln NE, 68510-2611
P: [REDACTED]
E: [REDACTED]@nebraska.gov

(b)(6)

From: SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Sent: Thursday, December 4, 2025 10:41 AM
To: [REDACTED]@nebraska.gov>
Subject: SAVE Automatic Response

Thank you for contacting SAVE.

Your email is important to us and we will respond to you as soon as possible. Our typical response time is 3 – 5 federal business days.

(b)(6) If you require immediate assistance, please contact SAVE at [REDACTED] You may speak to a representative Monday - Friday from 8 a.m. to 8 p.m. Eastern. For users with hearing and speech impairment, please call TTY at [REDACTED] available 8 a.m. to 5 p.m. Eastern.

Thank you for allowing us to serve you!

Cordially,

The SAVE Team

From: [REDACTED]
Subject: RE: [EXTERNAL] RE: New OH SoS cases in SAVE
To: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)
Cc:
Sent: December 4, 2025 7:36 AM (UTC-06:00)

Good morning,

I was able to download the response file from the upload of 11/13 with about 450k entries. Are the amendments for the individuals in the file mentioned below, shown in the response file?

Thank you,



[REDACTED] Compliance Analyst
Office of the Ohio Secretary of State
o: [REDACTED]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 25, 2025 10:53 AM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: New OH SoS cases in SAVE

****Secretary of State Security Notice****
This e-mail is from an external source. Think before you click links or open attachments.

Good morning, [REDACTED] Thanks for checking in on this! We've completed all but 21 of these cases. But since I'll be out until Tuesday the 2nd, I want to provide you with all of the amendments we have thus far, understanding that I will need to follow up with you on those remaining stragglers when they're completed. Also, some of those stragglers will require a manual file review, meaning that we'll have to order the paper file from storage and have it shipped to the verifiers for review—that process can take weeks. Thankfully, it's only a small number in play for that process...

I will upload a file with the amendments to Ohio's secure file server. In that file will be 72 cases that required an amended response (the majority of the original set of 384 cases will retain their USC response, and therefore won't require an amendment). So to be clear, these 72 originally had a USC response, but now they have been amended to reflect a non-USC response. These 72 cases will now have one of the four following responses: LPR, TPS, Application Pending, or Unable to Verify. The first three of these responses are their final, actionable status. For the "Unable to Verify" responses, we would need more information in order to verify their status.

I know these amended responses can be tedious and inconvenient to sort through, but we appreciate your patience as SAVE continues to refine its processes to better respond to edge cases such as these. Thank you for your continued partnership, and please let me know if you have any follow-ups... Have a very happy Thanksgiving, [REDACTED]

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>

Sent: Tuesday, November 25, 2025 9:54 AM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: New OH SoS cases in SAVE

Good morning,

Checking in to see if that file is ready!

Thank you,



[redacted] Compliance Analyst

Office of the Ohio Secretary of State

o: [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, November 21, 2025 2:45 PM

To: [redacted]@OhioSOS.Gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] RE: New OH SoS cases in SAVE

****Secretary of State Security Notice****

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You as well! I'll reach back out next week on this—thanks again!

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, November 21, 2025 2:36 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: New OH SoS cases in SAVE

Good afternoon,

Thank you for the update. I will remain hands-off on that file until told otherwise.

I appreciate the updates.

Have a great weekend!



[redacted] **Compliance Analyst**
Office of the Ohio Secretary of State (b)(6)
o: [redacted]
[\[redacted\]@OhioSoS.gov](mailto:[redacted]@OhioSoS.gov)

From: [redacted]@uscis.dhs.gov>
Sent: Friday, November 21, 2025 2:31 PM (b)(6) (b)(7)(C) (b)(7)(E)
To: [redacted]@OhioSOS.Gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: New OH SoS cases in SAVE

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(b)(6)

Good afternoon, [redacted] (b)(7)(E)

I want to alert you about a glitch in SAVE recently where some cases got "stuck" at additional verification, and it ended up producing some erroneous outcomes. Specifically, there were 384 cases from Ohio SoS's bulk upload file submitted on 11/13 [redacted] that received a USC response in error yesterday at the Additional Verification step. These individuals may still be USCs, however, and we're working to determine that now. SAVE should be completed with these reviews by COB Monday, after which we'll provide Ohio SoS a file with the amended responses for all 384 cases. Also, if you look up the cases individually in the SAVE system, you'll see this same (possibly erroneous) USC response until we can get it amended (if an amendment is necessary).

Please give us over the weekend before taking action on the case responses from that [redacted] file, and we'll provide an updated response file to you most likely on Tuesday morning. Thanks for your understanding, and we apologize for this glitch! (b)(7)(E)

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>
Sent: Friday, November 14, 2025 10:21 AM
To: [redacted]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(E)

Cc: [redacted]@uscis.dhs.gov>

Subject: New OH SoS cases in SAVE

Good morning!

Our voter file is a live document. The boards of elections continually update the critical fields used in this search. We have been asked to rerun the individuals who did not receive a U.S. Citizen response, as well as the new voter registrations, to determine whether any updated results are available since the August 15th upload.

If you have any additional questions, let me know!

Thank you,



[redacted] | **Compliance Analyst**
Office of the Ohio Secretary of State
o: [redacted]
[\[redacted\]@OhioSOS.gov](mailto:[redacted]@OhioSOS.gov)

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, November 14, 2025 9:37 AM

To: [redacted]@OhioSOS.Gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] New OH SoS cases in SAVE

Secretary of State Security Notice

This e-mail is from an external source. Think before you click links or open attachments.

Good morning, [redacted] (b)(6)

SAVE received 427,599 cases from your SAVE account, and we wanted to check in with you on the genesis of that submission... These are all newly-run individuals? I know we had previously discussed that Ohio was getting data from the BMV—is that where these new cases are stemming from?

Thanks for any insight you can provide!

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

(b)(6) (b)(7)(C) (b)(7)(E)

[redacted]@uscis.dhs.gov

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this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately. Thank you.

From: [REDACTED]
Subject: RE: SAVE Information
To: SAVE-HELP
Cc: [REDACTED]
Sent: November 26, 2025 8:44 AM (UTC-06:00)
Attached: 183234.pdf (b)(6)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Please see below for the complete case number.

This is a closed case that states immigration enumerator required, please resubmit (see attached) we are unable to resubmit or create a new case. At this time, the case is closed in SAVE but is popping up like it is still open.

Unable to Create Case

X

(b)(7)(E)

! This is a duplicate case, see [REDACTED] at NE DHHS - Children and Family Services. If you do not have access to view this case, please contact your SAVE Supervisor or Superuser for further instructions. If the original case is resolved but open, your Supervisor or Superuser should close the case in order to create a new case.

Close

[REDACTED], C.L.S.S.Y.B. | Social Services Supervisor

(b)(6)

OFFICE OF ECONOMIC ASSISTANCE
Nebraska Department of Health and Human Services

OFFICE: [REDACTED] | FAX: [REDACTED]

DHHS.ne.gov | [Facebook](#) | [Twitter](#) | [LinkedIn](#)



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From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov> (b)(6)
Sent: Tuesday, November 25, 2025 3:27 PM
To: [REDACTED]@nebraska.gov>
Cc: [REDACTED]@nebraska.gov>; [REDACTED]@nebraska.gov>
Subject: SAVE Information

(b)(6)

You don't often get email from [redacted]@uscis.dhs.gov. [Learn why this is important](#)

Hi [redacted]

The SAVE verification case number you provided is missing a number. Can you please double check the case and provide me with the complete case number?

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [redacted] (b)(6)
- Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(E)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----

From: [redacted]@nebraska.gov]

Sent: 11/24/2025 2:26 PM

To: [redacted]@uscis.dhs.gov (b)(6)

Cc: [redacted]@nebraska.gov; [redacted]@nebraska.gov

Subject: SAVE issue

You don't often get email from [redacted]@nebraska.gov. [Learn why this is important](#)<<https://aka.ms/LearnAboutSenderIdentification>>

Hello, I am having issues with trying to run client's immigration status, we have looked up the case number with the help of our SAVE admin, and the issue can not be resolved

We have tried multiple times to run SAVE, and the issue is it says there is a duplicate case open, which we have verified it is closed/none open, could you possibly help verify client's immigration status is Client LPR and can we verify grant date as well

Clients name [redacted] (b)(6) (b)(7)(E)
SAVE Case Verification number is [redacted]

Thank you,

[redacted] | Bilingual SSW-T

Office of Economic Assistance

Nebraska Department of Health and Human Services

Access Nebraska: [redacted] FAX: [redacted]

[DHHS.ne.gov](http://dhhs.ne.gov)<<http://dhhs.ne.gov/Pages/default.aspx>> |

Facebook<<https://www.facebook.com/NEDHHS/>> | Twitter<<https://twitter.com/NEDHHS>> |

LinkedIn<https://www.linkedin.com/company/nebraska-department-of-health-and-human-services?trk=company_logo>

(b)(6)



[cid:image001.png@01DC5D5E.BD7A7360]

thread::2wjUkC5leOOb5uFqv-kiWmw::

Case Closed | Case Status: Case Closed



SENSITIVE BUT UNCLASSIFIED

SAVE Response

(b)(6) (b)(7)(E)

(b)(6) (b)(7)(E)

[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#)

[Accessibility](#) [Browser Support](#) [Plug-ins](#) [Site Map](#) [V37.1 ICA](#) [V38 ICA - Draft](#)



U.S. Citizenship
and Immigration
Services

From: [REDACTED]
Subject: RE: Questions about Responses (b)(6) (b)(7)(C) (b)(7)(E)
To: [REDACTED]
Sent: November 25, 2025 4:43 PM (UTC-06:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Yep, I was thinking 10am central. I will send an invite. I'm supposing this will be a Teams call, then?

[REDACTED] Elections Administrative Specialist
Kansas Secretary of State | [REDACTED]
Docking State Office Building | 915 SW Harrison St. | Topeka, KS 66612

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 25, 2025 3:10 PM
To: [REDACTED]@ks.gov>
Subject: RE: Questions about Responses

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

(b)(6) Sure, [REDACTED]—10am will work for me on the 2nd. Now is that CT? Regardless, I'm out until the 2nd, so shoot me an invitation for whichever time it was—I'm free at both 10am ET and 11am ET, so it should work either way..

Talk to you then—have a happy Thanksgiving!!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@ks.gov>
Sent: Tuesday, November 25, 2025 4:00 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: Questions about Responses

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Looks like the timing didn't work out for today. December 2nd will work for me if it still works for you—I'll throw out 10AM as a suggestion, but any time is doable for me. If a different date is needed, that's fine as well.

Thanks,

[REDACTED] Elections Administrative Specialist
Kansas Secretary of State | [REDACTED] (b)(6)
Docking State Office Building | 915 SW Harrison St. | Topeka, KS 66612

From: [redacted]

Sent: Monday, November 24, 2025 9:47 AM

To: [redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

Subject: RE: Questions about Responses

[redacted]

I apologize for not replying sooner; unfortunately, I was out Friday. I think a call tomorrow would be great. I don't have anything scheduled tomorrow morning, so let me know what time works for you, and I can most likely make it work.

Thanks,

[redacted] | Elections Administrative Specialist

Kansas Secretary of State [redacted]

Docking State Office Building | 915 SW Harrison St. | Topeka, KS 66612

From: CS - Save Help Queue [redacted]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(E)

Sent: Friday, November 21, 2025 2:29 PM

To: [redacted]@ks.gov>

Cc: [redacted]@uscis.dhs.gov

Subject: RE: Questions about Responses

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good afternoon, [redacted]

Thanks for your patience as your email found it's way to my inbox. I'm happy to address your questions, but I think it might be more beneficial if we got on a call to walk through things together. I want to make sure that you're understanding the process and the moving parts here, and I've found that talking it out is far more effective than a string of back-and-forth emails... Would you be open to that? And please invite anyone else that might benefit from a conversation like that. I spoke with [redacted] and [redacted] when I helped onboard your agency a few months back, and it might be good to rope them back in on this since a few things have changed in SAVE since then-- especially related to using the SSN for voter verification purposes...

(b)(6)

Unfortunately, I'm only working one more day before Thanksgiving: next Tuesday the 25th. But I'm open most of that morning if it works for y'all. Otherwise, we can push it to Tuesday the 2nd or thereafter-- just let me know. I know availability starts to get a little spotty as we get closer and closer to Christmas...

Thanks again, and I look forward to hearing back from you soon, [redacted] Have a great weekend!

[redacted]
Verification Division, IRIS

U.S. Citizenship & Immigration Services
Department of Homeland Security

(b)(6) (b)(7)(C) (b)(7)(E)

[redacted]@uscis.dhs.gov

From: [REDACTED]
Subject: RE: [EXTERNAL] RE: New OH SoS cases in SAVE (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Cc: [REDACTED]
Sent: November 25, 2025 3:30 PM (UTC-06:00)

Thank you for the update!

Happy Thanksgiving to you both!



[REDACTED] Compliance Analyst

Office of the Ohio Secretary of State

O: [REDACTED]

[OhioSOS.gov](mailto:[REDACTED]@OhioSOS.gov)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 25, 2025 10:53 AM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: New OH SoS cases in SAVE

*****Secretary of State Security Notice*****
This e-mail is from an external source. Think before you click links or open attachments.

(b)(6)

Good morning, [REDACTED] Thanks for checking in on this! We've completed all but 21 of these cases. But since I'll be out until Tuesday the 2nd, I want to provide you with all of the amendments we have thus far, understanding that I will need to follow up with you on those remaining stragglers when they're completed. Also, some of those stragglers will require a manual file review, meaning that we'll have to order the paper file from storage and have it shipped to the verifiers for review—that process can take weeks. Thankfully, it's only a small number in play for that process...

I will upload a file with the amendments to Ohio's secure file server. In that file will be 72 cases that required an amended response (the majority of the original set of 384 cases will retain their USC response, and therefore won't require an amendment). So to be clear, these 72 originally had a USC response, but now they have been amended to reflect a non-USC response. These 72 cases will now have one of the four following responses: LPR, TPS, Application Pending, or Unable to Verify. The first three of these responses are their final, actionable status. For the "Unable to Verify" responses, we would need more information in order to verify their status.

I know these amended responses can be tedious and inconvenient to sort through, but we appreciate your patience as SAVE continues to refine its processes to better respond to edge cases such as these. Thank you for your continued partnership, and please let me know if you have any follow-ups... Have a very happy Thanksgiving, [REDACTED]

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>
Sent: Tuesday, November 25, 2025 9:54 AM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: New OH SoS cases in SAVE

Good morning,

Checking in to see if that file is ready!

Thank you,



[redacted] | **Compliance Analyst**
Office of the Ohio Secretary of State
o [redacted]
OhioSOS.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>
Sent: Friday, November 21, 2025 2:45 PM
To: [redacted]@OhioSOS.Gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: New OH SoS cases in SAVE

****Secretary of State Security Notice****
This e-mail is from an external source. Think before you click links or open attachments.

You as well! I'll reach back out next week on this—thanks again!

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>
Sent: Friday, November 21, 2025 2:36 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: New OH SoS cases in SAVE

Good afternoon,

Thank you for the update. I will remain hands-off on that file until told otherwise.

I appreciate the updates.

Have a great weekend!



[redacted] Compliance Analyst

Office of the Ohio Secretary of State

o: [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, November 21, 2025 2:31 PM

To: [redacted]@OhioSOS.Gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] RE: New OH SoS cases in SAVE

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Good afternoon, [redacted] (b)(6)

I want to alert you about a glitch in SAVE recently where some cases got "stuck" at additional verification, and it ended up producing some erroneous outcomes. Specifically, there were 384 cases from Ohio SoS's bulk upload file submitted on 11/13 [redacted] that received a USC response in error yesterday at the Additional Verification step. These individuals may still be USCs, however, and we're working to determine that now. SAVE should be completed with these reviews by COB Monday, after which we'll (b)(7)(E) provide Ohio SoS a file with the amended responses for all 384 cases. Also, if you look up the cases individually in the SAVE system, you'll see this same (possibly erroneous) USC response until we can get it amended (if an amendment is necessary).

Please give us over the weekend before taking action on the case responses from that [redacted] file, and we'll provide an updated response file to you most likely on Tuesday morning. Thanks for your understanding, and we apologize for this glitch!

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, November 14, 2025 10:21 AM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: New OH SoS cases in SAVE

Good morning!

Our voter file is a live document. The boards of elections continually update the critical fields used in this search. We have been asked to rerun the individuals who did not receive a U.S. Citizen response, as well as the new voter registrations, to determine whether any updated results are available since the August 15th upload.

If you have any additional questions, let me know!

Thank you,



[redacted] | **Compliance Analyst**

Office of the Ohio Secretary of State

o: [redacted]
[OhioSoS.gov](mailto:[redacted]@OhioSoS.gov)

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, November 14, 2025 9:37 AM

To: [redacted]@OhioSOS.Gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] New OH SoS cases in SAVE

Secretary of State Security Notice

This e-mail is from an external source. Think before you click links or open attachments.

Good morning [redacted] (b)(6)

SAVE received 427,599 cases from your SAVE account, and we wanted to check in with you on the genesis of that submission... These are all newly-run individuals? I know we had previously discussed that Ohio was getting data from the BMV—is that where these new cases are stemming from?

Thanks for any insight you can provide!

[redacted]

Verification Division, IRIS

U.S. Citizenship & Immigration Services

Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

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From: [REDACTED]
Subject: SAVE Search Cases Function – Error and Missing Case History (b)(6) (b)(7)(C) (b)(7)(E)
To: [REDACTED]
Sent: November 24, 2025 3:02 PM (UTC-06:00)
Attached: SAVE UI error message ("SEARCH_ERROR") .JPG, SAVE screen spinning and returning "No Cases".JPG



I'm reaching out about an issue with the Search Cases function in SAVE. Up until earlier this month, I could select a date range (past week, 30 days, 90 days, or past year) and view my previously created cases in the portal. That function has stopped working.

Now, when I select any date range and hit search, the system loads for a long time and then either: returns zero cases, or shows an error screen with:

"ERROR TYPE: SEARCH ERROR – Error fetching search."

I can still look up an individual record if I manually enter the SAVE Case Number, but the case history no longer displays through the filters. All of our large uploads from October 2 are still visible in the Bulk Upload File History Dashboard, so the data is there the issue is with the searchable history in the Search Cases screen.

I've attached two screenshots: the screen spinning and returning "No Cases"
the SAVE UI error message ("SEARCH_ERROR")

Can you check if something changed with our case visibility or retention settings, or if this error relates to how our past cases are being stored on the SAVE side? I'd like to get the normal case-history view working again.

Thank you for everything,

[REDACTED] | **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102 (b)(6)
Direct: [REDACTED]



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(b)(6)



Home

Cases

Reports

Agency

Help

Search Cases

Search (Case Number, Applicant Last Name, or Applicant Enumerator)

Search by case number, applicant last name, or applicant enumerator

Hide Filters

Case Status

- Select -

Creation Date

Past 90 days

Created By - Group

- Select -

Created By - User

- Select -

Open (0)

Closed (0)



No Cases

Sort By

Last Modified



Create New Case

Rows Per Page

20

1

Go to page

1

Go

[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#)

[Accessibility](#) [Browser Support](#) [Plug-ins](#) [Site Map](#) [V37.1 ICA](#) [V38 ICA - Draft](#)

(b)(6)



[Home](#)

[Cases](#) ▼

[Reports](#)

[Agency](#) ▼

[Help](#) ▼

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to @uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: SEARCH_ERROR, STATUSTEXT: Error fetching search

[Return to Search](#)

(b)(6)

From: DLLimited DPS
Subject: Re: SAVE Information
To: SAVE-HELP
Sent: November 24, 2025 1:25 PM (UTC-06:00)

[REDACTED] (b)(6)

On Sat, Nov 22, 2025 at 8:55 AM CS - Save Help Queue <[REDACTED]@uscis.dhs.gov> wrote:

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

To better assist you, please provide the user ID that is having issues.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----
From: DLLimited DPS [REDACTED]@utah.gov]
Sent: 11/21/2025 1:11 PM
To: [REDACTED]@uscis.dhs.gov (b)(6)
Subject: SAVE Error

We are currently experiencing this error message when trying to initiate a SAVE. Is there an ETA on when this issue will be resolved?

Best Regards,

--
[image.png]

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov<<http://dld.utah.gov>>

[<https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVakIHdnY5MllxTnFrTi1tcIFMSUUwc0VoYXkw&export=download>]
[https://drive.google.com/uc?id=lusunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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PRIVACY: The Utah Driver License Division uses your personal data and images for public safety, fraud prevention, and other legally authorized purposes. Your data is never sold, but may be shared with other entities as defined by law. For more details about data utilization and relevant record series, please visit our website here<<https://dld.utah.gov/data-privacy/>>. Personal data provided is used to identify the record holder, requestor, or other individual necessary for the transaction. If the information is not provided, the division may be unable to act upon this email.

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any loss or damage resulting from its use.

thread::H_nhLvqVfgqXWDFZ4kaoCmw::

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov



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PRIVACY: The Utah Driver License Division uses your personal data and images for public safety, fraud prevention, and other legally authorized purposes. Your data is never sold, but may be shared with other entities as defined by law. For more details about data utilization and relevant record series, please visit our website [here](#). Personal data provided is used to identify the record holder, requestor, or other individual necessary for the transaction. If the information is not provided, the division may be unable to act upon this email.

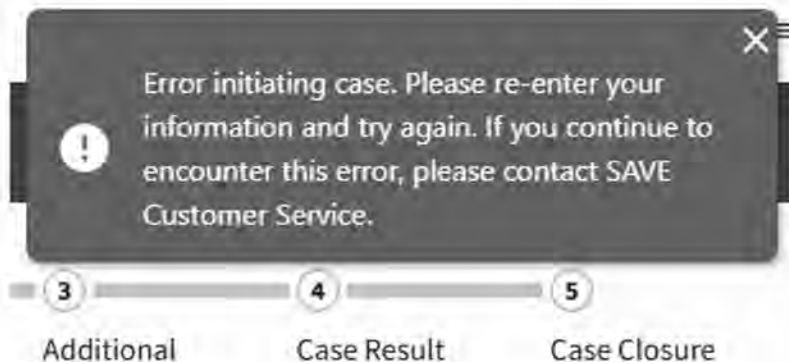
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From: DLLimited DPS
Subject: SAVE Error
To: SAVE-HELP
Sent: November 21, 2025 3:12 PM (UTC-06:00)

We are currently experiencing this error message when trying to initiate a SAVE. Is there an ETA on when this issue will be resolved?

Best Regards,

--



S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov



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From: [REDACTED]
Subject: RE: [EXTERNAL] SAVE Information (b)(6)
To: SAVE-HELP
Sent: November 10, 2025 12:52 PM (UTC-06:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

Good morning,

Yes, the issue has been resolved. Thank you.

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 4, 2025 6:50 AM (b)(6)
To: [REDACTED]@tn.gov>
Subject: [EXTERNAL] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Can you please confirm whether or not this issue is resolved?

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- (b)(6)
- SAVE at [REDACTED]
 - Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
 - International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----
From: [REDACTED]@tn.gov]
Sent: 10/24/2025 6:16 AM (b)(6)
To: [REDACTED]@uscis.dhs.gov
Subject: RE: [EXTERNAL] SAVE Information

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](https://aka.ms/LearnAboutSenderIdentification)<<https://aka.ms/LearnAboutSenderIdentification>>
Good morning,

I have attached the requested screenshot of the network tab when running the SAVE with the error.

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Friday, October 24, 2025 7:46 AM
To: [REDACTED]@tn.gov> (b)(6)
Subject: [EXTERNAL] SAVE Information

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. Please reply to this email after following the below steps with the information requested. Log into SAVE using login.gov On the SAVE Home page

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Please reply to this email after following the below steps with the information requested.

- * Log into SAVE using login.gov
- * On the SAVE Home page tab, right click on the page and select Inspect.
- * Select the tab Network
- * Click the Cases tab, and begin the process of initiating a new case
- * Provide a screenshot of the Network logs when the initiating case error is present.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- * SAVE at [REDACTED]
- * Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- * International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants<[https://urldefense.com/v3/__https://www.uscis.gov/save/for-benefit-applicants_!!PRtDf9A!oR8Oi6md3m5oGPuzoDHsht2SkhXguavS0ibu97fJNblaz0eY4pv-ftesBI5ls9JG2jPSKeHCiV9TyGzBdMA9e2f1Gw\\$](https://urldefense.com/v3/__https://www.uscis.gov/save/for-benefit-applicants_!!PRtDf9A!oR8Oi6md3m5oGPuzoDHsht2SkhXguavS0ibu97fJNblaz0eY4pv-ftesBI5ls9JG2jPSKeHCiV9TyGzBdMA9e2f1Gw$)> web page to view our on-demand webinar.

----- Original Message -----

From: [REDACTED]@tn.gov<mailto:[REDACTED]@tn.gov>]
Sent: 10/23/2025 11:20 AM
To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
Subject: Error when running a SAVE verification (b)(6)

(b)(6)

You don't often get email from [redacted]@tn.gov<mailto:[redacted]@tn.gov>. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification><[https://urldefense.com/v3/](https://urldefense.com/v3/__https://aka.ms/LearnAboutSenderIdentification__)__https://aka.ms/LearnAboutSenderIdentification__;!PRtDf9A!oR8Oi6md3m5oGPuzoDHsht2SkhXguavS0ibu97fJNblaz0eY4pv-tfesBI5ls9JG2jPSKeHCiV9TyGzBdMDo4_RgPg\$>>

Good afternoon,

I called yesterday regarding an error in SAVE. I have been having an error every time I run a SAVE verification. I am able to login and enter all the information, but when I click submit, I get an error message. I began to have errors on Tuesday afternoon, and it has continued through today. I have included a screenshot of the error message.

[Logo Description automatically generated with low confidence]

[redacted] Regulatory Officer II

100 West Martin Luther King Blvd., Suite 812

Chattanooga, TN 37402

(b)(6)

p. [redacted]

[redacted]@tn.gov<mailto:[redacted]@tn.gov>

<mailto:[redacted]@tn.gov<mailto:[redacted]@tn.gov>>

tn.gov/abc<<https://www.tn.gov/abc>><<https://tn.gov/abc%3chttps://www.tn.gov/abc%3e>>[Image removed by sender.]



thread::aWmAwMhzd2CVKn_XP3SOFGw::

From: [REDACTED]
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard - Amended Case Responses
To: Benz, Timothy A
Sent: November 10, 2025 7:52 AM (UTC-06:00)

Nice to meet you, [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(E)

[REDACTED]
Chief Counsel, Securities Division
Office of Missouri Secretary of State Denny Hoskins
Kirkpatrick State Information Center
600 W. Main St.
Jefferson City, Mo 65101
[REDACTED]@sos.mo.gov
Office Phone: [REDACTED]



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From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(E)
Sent: Monday, November 10, 2025 6:17 AM
To: [REDACTED]@sos.mo.gov>; [REDACTED]@sos.mo.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.mo.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard - Amended Case Responses

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please use Phish Alert to report it.

Thanks for the heads-up, [REDACTED] and I wish you the best in your next chapter of life!

Nice to (virtually) meet you [REDACTED] and I look forward to working with you. Please let me know if you have any questions about SAVE overall—I'm happy to help however I can!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED]@sos.mo.gov>
Sent: Saturday, November 08, 2025 2:32 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.mo.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@sos.mo.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard - Amended Case Responses

[REDACTED]
I am transitioning out of my role with the Secretary of State's office.

Please add [REDACTED] to these distributions.

She will be replacing me in this role, (b)(6)

(b)(6)

Chief Counsel, Securities Division
Office of Missouri Secretary of State Denny Hoskins Kirkpatrick State Information Center
600 W. Main St.
Jefferson City, Mo 65101
@sos.mo.gov
Office Phone: (b)(6) (b)(7)(C) (b)(7)(E)

From: @uscis.dhs.gov>
Sent: Friday, November 7, 2025 2:39 PM
To: @sos.mo.gov>
Cc: @sos.mo.gov>; @uscis.dhs.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard - Amended Case Responses

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Good afternoon, (b)(6)

We recently emailed you on October 24th (below) regarding a final response spreadsheet available for download in your SAVE bulk file dashboard. Some of the cases we provided had non-USC responses, so presumably your agency has begun taking steps to perform its due diligence in investigating these individuals. We have continued to refine our processes used to obtain and review the citizenship data available to us, and one of these process improvements resulted in some of these non-USC responses being amended in SAVE to reflect a USC status, but these cases aren't reflected in the bulk response file because they were amended after that file was pushed to your dashboard. For your convenience, the amended cases are attached to this email in an encrypted file, password to follow. Please see the highlighted column for the amended responses.

To be clear, we have not changed any USC responses to a non-USC response—the only amended responses here are non-USC changing to a USC response. We wanted to be sure you had this information as it may help curtail some of your investigative efforts related to the individuals associated with these cases—we certainly don't want you to waste your limited resources. And as before, these responses are SAVE's final determinations for these individuals, and are actionable on your part.

Please let us know if you have any questions, and we'll be happy to address them—thanks!

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: @uscis.dhs.gov>
Sent: Friday, October 24, 2025 10:21 AM
To: @sos.mo.gov>
Cc: @sos.mo.gov>; @uscis.dhs.gov>
Subject: SAVE Response File Available in Bulk Upload Dashboard

Hi

SAVE continues to enhance its functionality to ensure responses accurately represent individuals' citizenship or immigration status while improving usability for accessing SAVE responses in bulk. We are pleased to announce the latest improvement: a **response file download feature** within the SAVE Bulk Uploader File History Dashboard. This new feature provides SAVE responses for cases that were automated and those that required manual review.

How to Access the Response File:

Visit the File History Dashboard on the Bulk Upload page within SAVE and click the action button (with the three dots) next to each of the bulk uploaded files. You will then see the option for downloading the response file. See the yellow highlight below for a visual.

File History Dashboard

Showing Files 31-40 of 328

Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number (b)(7)(E)	Cases Escalated 0	Actions
09/18/2025	[REDACTED]	5/6	COMPLETED	[REDACTED]	N/A	[REDACTED]
09/18/2025	[REDACTED]	5/6	COMPLETED		Download Response File Uploaded 10/22/2025 at 1:24 pm	[REDACTED]
09/17/2025	[REDACTED]	1/1	COMPLETED		Download Original File	[REDACTED]

The downloadable response file contains several columns with details about the SAVE responses for each case. The most representative SAVE response on citizenship or immigration status is provided in one of the following columns: Initial Request Response, Additional Request Response, or Third-Step Resolution.

Cases that underwent manual review are located in either the "Additional Request Response" or "Third Step Resolution" column. Cases initially flagged for "Institute Additional Verification" or "non-USC status" were escalated to SAVE's manual review process in accordance with the SAVE MOA. Therefore, cases that have received responses at Additional Request Response or the Third Step Resolution are considered actionable and will not change unless additional information or documentation is provided.

We appreciate your patience as we worked to resolve these cases and develop this automated solution for delivering manual resolution results. If you have any questions or need assistance, please don't hesitate to reach out—thanks!

[REDACTED]
 Verification Division, IRIS
 U.S. Citizenship & Immigration Services
 Department of Homeland Security
 [REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: SAVE File History Dashboard
To: [REDACTED] SAVE-HELP
Cc: [REDACTED]
Sent: November 7, 2025 7:03 AM (UTC-06:00)

Good morning,

Yes, I was able to download the files successfully. I am not experiencing any issues currently!

Thank you,



[REDACTED] Compliance Analyst
Office of the Ohio Secretary of State
o: [REDACTED]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Thursday, November 6, 2025 3:19 PM
To: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP
[REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov> [REDACTED]
[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov> [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Hello [REDACTED] (b)(6)

Now that the fix for the file response download has been completed, we wanted to check back in with you to ensure everything is running smoothly and you were not experiencing any additional issues.

Thank you!

[REDACTED]
Business Interface Representative
Business & Technology Integration/Verification Division
IRIS/USCIS/DHS
Mobile: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
[REDACTED]@uscis.dhs.gov

From: [redacted]@OhioSOS.Gov> (b)(6) (b)(7)(C) (b)(7)(E)
Sent: Friday, October 31, 2025 2:32 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

Thank you all for helping on this!



[redacted] Compliance Analyst
Office of the Ohio Secretary of State
o: [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>
Sent: Friday, October 31, 2025 3:19 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

Secretary of State Security Notice

This e-mail is from an external source. Think before you click links or open attachments.

Good afternoon, [redacted]

We wanted to let you know the team is still investigating the issue. We appreciate your patience and will be in touch soon with an update! In the meantime, please let us know if you have any additional questions or concerns.

Have a wonderful weekend!

[redacted]
Business Interface Representative
Business & Technology Integration/Verification Division
IRIS/USCIS/DHS
Mobile: [redacted] (b)(6)
[redacted]@uscis.dhs.gov

From: [redacted]@OhioSOS.Gov>
Sent: Thursday, October 30, 2025 12:10 PM

(b)(6) (b)(7)(C) (b)(7)(E)

To: [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov> [redacted]e,
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

Hello!

It was through my account; my user ID is [redacted] (b)(6)

Thank you,



[redacted] Compliance Analyst
Office of the Ohio Secretary of State
o [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, October 30, 2025 12:31 PM
To: [redacted]@OhioSOS.Gov>; SAVE-HELP [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

Secretary of State Security Notice

This e-mail is from an external source. Think before you click links or open attachments.

Hello [redacted] (b)(6)

We've been looking into this issue with our development team. Can we get the User ID that was used when you received the "Something Went Wrong" error?

Thank you,

[redacted]

Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>
Sent: Wednesday, October 29, 2025 7:54 AM

(b)(6) (b)(7)(C) (b)(7)(E)

To: [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

The files I am having issues with are:



(b)(7)(E)

Thank you!



[redacted] | **Compliance Analyst**

Office of the Ohio Secretary of State

o: [redacted] (b)(6)

OhioSoS.gov

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(E)

Sent: Wednesday, October 29, 2025 8:51 AM

To: [redacted]@OhioSOS.Gov>; SAVE-HELP [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

Secretary of State Security Notice

This e-mail is from an external source. Think before you click links or open attachments.

Good morning, [redacted] (b)(6)

Thank you this is helpful! We will send this to our team to investigate. Are you only experiencing this issue with one bulk upload file or all of them? If its just one of the files, could you send us the SBU #?

Thank you,



Business Interface Representative

Business & Technology Integration/ Verification Division

USCIS/DHS

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov> (b)(6) (b)(7)(C) (b)(7)(E)

Sent: Wednesday, October 29, 2025 7:48 AM

To: [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: SAVE File History Dashboard

Good morning,

When pressing the "check latest response file" it does not prompt me to download it. It fetches the latest response file for a few minutes before the message below shows up.

! Something Went Wrong

Please try again

Thank you,



[redacted] Compliance Analyst

Office of the Ohio Secretary of State

o: [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@uscis.dhs.gov>

Sent: Tuesday, October 28, 2025 4:02 PM

To: [redacted]@OhioSOS.Gov>; SAVE-HELP [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] RE: SAVE File History Dashboard

Secretary of State Security Notice

This e-mail is from an external source. Think before you click links or open attachments.

Hello [redacted] (b)(6)

I don't see an error message in your screenshot below; I'm just seeing a screen shot of the *actions* option. Can you send us the error message?

The "Check Latest Response File" should refresh your response file and give you the option to download when its ready. If this isn't working for you, please let us know and we will assist.

Adding a few others from our team.

Thank you,

[redacted]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS
[redacted]@uscis.dhs.gov

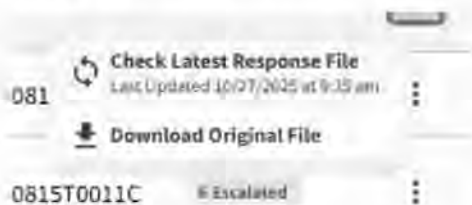
(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]@OhioSOS.Gov>
Sent: Tuesday, October 28, 2025 1:51 PM
To: SAVE-HELP [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: SAVE File History Dashboard

Good afternoon,

When attempting to download the response files from my previous bulk uploads under my file history dashboard, I keep getting an error message. I am unable to download the files that still have cases escalated for files marked partially completed. Please see the error message below.

Are you able to assist?



Thank you!

 [redacted] Compliance Analyst
Office of the Ohio Secretary of State
o: [redacted] (b)(6)
OhioSoS.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

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recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately. Thank you.

From: [REDACTED]
Subject: Re: [EXTERNAL] RE: Error during case initiation (b)(6)
To: SAVE-HELP
Sent: November 4, 2025 1:57 PM (UTC-06:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

An official website of the United States government [Here's how you know](#)

SAVE Home Cases Reports Help

Create New Case

Error initiating case. Please re-enter your information and try again. If you continue to encounter this error, please contact SAVE Customer Service.

1 Case Creation 2 Photo Match 3 Additional Verification 4 Case Result 5 Case Closure

Review Case Details

Review case information for accuracy. If there are any errors, select "Go Back" to edit the information. Data entry errors prolong the verification process.

(b)(6) (b)(7)(E)

I am unable to initiate the case after typing in the documentation.

This issue is causing a work stoppage as it it part of my job.

Get Outlook for iOS

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 4, 2025 1:48:52 PM
To: [REDACTED]@tn.gov>
Subject: Re: [EXTERNAL] RE: Error during case initiation (b)(6)

Greetings [REDACTED]

Thank you for reaching out to the Systematic Alien Verification for Entitlements (SAVE) team.

Your case inquiry is currently under review, and we are here to assist you. To help expedite the resolution process, please provide the following:

1. A screen image of what you are viewing related to the issue.
2. Details about the specific issue you are experiencing (e.g., Unable to Initiate a Case, Initial Verification (1st Step), Additional Verification (2nd Step), 3rd Step Verification, Case Closure (manual), or Auto Closure After 240 Days).

Additionally, please confirm whether this issue is causing a work stoppage by answering "Yes" or "No."

We hope this information is helpful. If you need further assistance, feel free to email us at [REDACTED]@uscis.dhs.gov. For immediate support, our agents are available by phone Monday through Friday, 8 a.m. to 8 p.m. Eastern Time:

(b)(6)

- **SAVE Support Line:** [REDACTED]
- **TTY (Users with hearing and speech impairments):** [REDACTED] (available 8 a.m. to 5 p.m. Eastern Time)
- **International Calls (outside the U.S.):** [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----
From: [REDACTED]@tn.gov
Sent: 11/4/2025 8:17 AM
To: [REDACTED]@uscis.dhs.gov

Subject: Re: [EXTERNAL] RE: Error during case initiation

You don't often get email from [REDACTED]@tn.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>
I did clear the data and cookies and I am using Microsoft Edge. That did not work unfortunately the error code is still popping up.

Get Outlook for iOS<<https://aka.ms/o0ukef>> (b)(6)

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 4, 2025 6:58:14 AM
To: [REDACTED]@tn.gov>
Subject: [EXTERNAL] RE: Error during case initiation

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. We apologize for any inconvenience this issue has caused. All SAVE features and services should be operational. Please delete your temporary

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

We apologize for any inconvenience this issue has caused. All SAVE features and services should be operational. Please delete your temporary internet files and cookies in the 'internet options' portion of your web browser and re-launch the website.

If you continue to receive this error message, we suggest trying a different browser. You may find a list of acceptable browsers on the System Requirements<<https://urldefense.com/v3/https://www.e-verify.gov/employers/enrolling-in-e-verify/system-requirements>>:!!PRtDf9A!okMIJSeW0DYAbg6vru52RfFTnyIHig91NTV0whsQQ3zXJUaSSX-0qLcE5pZW5y-6jrjZmowMGfRh3ADvYk2Acu5JBnMAAhU\$> webpage.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- * SAVE at [REDACTED]
- * Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. [REDACTED])
- * International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants<<https://urldefense.com/v3/https://www.uscis.gov/save/for-benefit-applicants>>:!!PRtDf9A!okMIJSeW0DYAbg6vru52RfFTnyIHig91NTV0whsQQ3zXJUaSSX-0qLcE5pZW5y-6jrjZmowMGfRh3ADvYk2Acu5J9hHvtKc\$> web page to view our on-demand webinar.

----- Original Message -----

From: [REDACTED]@tn.gov<mailto:[REDACTED]@tn.gov>
Sent: 11/4/2025 4:10 AM
To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
Subject: Error during case initiation (b)(6)

You don't often get email from [REDACTED]@tn.gov<mailto:[REDACTED]@tn.gov>. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>><<https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification>>:!!PRtDf9A!okMIJSeW0DY/0qLcE5pZW5y-6jrjZmowMGfRh3ADvYk2Acu5JQqAKVXk\$>>
Good morning,

I received an error message while conducting a SAVE and wanted to know if the website was having issues? This is the message that generated in the top right corner:

"Error initiating case. Please re-enter your information and try again. If you continue to encounter this error, please contact"

Kind regards and I appreciate any help in advance SAVE Customer Service<<https://save.uscis.gov/save/app/client/ui/help/contact-us>><<https://urldefense.com/v3/https://save.uscis.gov/save/app/client/ui/help/contact-us>>:!!PRtDf9A!okMIJSeW0DYAbg6vru52RfFTnyIHig91NTV0whsQQ3zXJUaSSX-0qLcE5pZW5y-6jrjZmowMGfRh3ADvYk2Acu5JDWfWOTU\$>>.
[<https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Df0000000Cn4X&csid=018Sj00000gN4M6&from=cxt>]

thread::2j9t21SoeOOjHI2__5gNGw::

From: [REDACTED]
Subject: RE: [EXTERNAL] SAVE Information (b)(6)
To: SAVE-HELP
Sent: November 4, 2025 10:04 AM (UTC-06:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

I am still receiving the same error message. I have had one of my colleagues try, and she also received the same error. I usually do not use a USA issued passport to verify their status, so I am wondering if that may be causing the error? It is doing it for both the husband and wife.



[REDACTED] Field Supervisor 1
Department of Human Services
Family Assistance Division
Hardin Co Office
1035A Wayne Rd
Savannah, TN 38372
Phone: [REDACTED]
E-mail: [REDACTED]@tn.gov

(b)(6)

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 4, 2025 6:14 AM
To: [REDACTED]@tn.gov>
Subject: [EXTERNAL] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Can you please confirm if this issue is now resolved for you?

We hope this information is helpful. If you need additional assistance, please send an email to save.help@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: [REDACTED]@tn.gov
Sent: 11/3/2025 9:11 AM
To: [REDACTED]@uscis.dhs.gov
Subject: RE: [EXTERNAL] SAVE Information

You don't often get email from [REDACTED]@tn.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>> (b)(6)
[cid:image001.png@01DC4CB2.AB051940]

From: CS - Save Help Queue <[REDACTED]@uscis.dhs.gov>
Sent: Friday, October 31, 2025 11:34 AM
To: Danielle Peacock <[REDACTED]@tn.gov>
Subject: [EXTERNAL] SAVE Information

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. Please reply to this email with a screenshot after following the steps below: Log into SAVE using login.gov On the SAVE Home page tab, right

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Please reply to this email with a screenshot after following the steps below:

- * Log into SAVE using login.gov
- * On the SAVE Home page tab, right click on the page and select Inspect.
- * Select the tab Network
- * Click the Cases tab, and begin the process of initiating a new case
- * Provide a screenshot of the Network logs when the initiating case error is present.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- * SAVE at [REDACTED]
- * Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- * International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

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CMmPgUP98Zsr8i3JpRGU40MwTZWawRP5NLjwVfdUA\$> web page to view our on-demand webinar.

----- Original Message -----

From: [REDACTED]@tn.gov<mailto:[REDACTED]@tn.gov>]

Sent: 10/31/2025 9:15 AM

To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov> (b)(6)

Subject: SAVE error message

You don't often get email from [REDACTED]@tn.gov<mailto:[REDACTED]@tn.gov>. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification><[https://urldefense.com/v3/__https://aka.ms/LearnAboutSenderIdentification__!!PRtDf9A!tSTSRIfusGTiaxvyTXw9q2RcgelFbyilSfcVcAyyvhiVrWn-hx4wb-CMmPgUP98Zsr8i3JpRGU40MwTZWawRP5NKRIGzPbQ\\$>>](https://urldefense.com/v3/__https://aka.ms/LearnAboutSenderIdentification__!!PRtDf9A!tSTSRIfusGTiaxvyTXw9q2RcgelFbyilSfcVcAyyvhiVrWn-hx4wb-CMmPgUP98Zsr8i3JpRGU40MwTZWawRP5NKRIGzPbQ$>>)>

Good morning,

I was trying to initiate a new case within SAVE, but I keeping getting this error message. I am unsure if this is just an issue I am having or if it is a known outage of the system?

[cid:ee80e61a-c867-4fc6-a89f-b767cf577321]
[<https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000Cn4X&esid=018SJ00000g7zOT&from=ext>]

×

thread::3VT5CmLhdxGsZkWlss0U-mw::

From: [REDACTED]
Subject: Re: [EXTERNAL] RE: Error during case initiation (b)(6)
To: SAVE-HELP
Sent: November 4, 2025 7:18 AM (UTC-06:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

I did clear the data and cookies and I am using Microsoft Edge. That did not work unfortunately the error code is still popping up.

Get [Outlook for iOS](#)

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, November 4, 2025 6:58:14 AM (b)(6)
To: [REDACTED]@tn.gov>
Subject: [EXTERNAL] RE: Error during case initiation

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

We apologize for any inconvenience this issue has caused. All SAVE features and services should be operational. Please delete your temporary internet files and cookies in the 'internet options' portion of your web browser and re-launch the website.

If you continue to receive this error message, we suggest trying a different browser. You may find a list of acceptable browsers on the [System Requirements](#) webpage.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

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----- Original Message -----
From: [REDACTED]@tn.gov]
Sent: 11/4/2025 4:10 AM
To: [REDACTED]@uscis.dhs.gov (b)(6)
Subject: Error during case initiation

You don't often get email from [REDACTED]@tn.gov. [Learn why this is](#)

important<<https://aka.ms/LearnAboutSenderIdentification>>

Good morning,

I received an error message while conducting a SAVE and wanted to know if the website was having issues?
This is the message that generated in the top right corner:

"Error initiating case. Please re-enter your information and try again. If you continue to encounter this error, please contact"

Kind regards and I appreciate any help in advance SAVE Customer



Service<<https://save.uscis.gov/save/app/client/ui/help/contact-us>>.

thread::2j9t21SoeOOjHII2__5gNGw::

From: DLLimited DPS
Subject: Error Verification in Process
To: SAVE-HELP
Sent: November 3, 2025 12:38 PM (UTC-06:00)

We are currently experiencing issues submitting for final verification with the SAVE system. The SAVE cases are getting stuck in Verification in process. Is there an ETA on when this issue will be resolved?

--
Best Regards,

Case Creation Photo Match Additional Verification Case Result Case Closure

AVE Response

Verification in Process

Initial Verification encountered an error and could not complete the request at this time. This case will be placed in a queue and the system will automatically try to complete this verification over the next 24 hours. See the Guide to Understanding SAVE Verification Responses for additional information.

Case Number

(b)(6) (b)(7)(E)

Agency Submitted Details



S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov



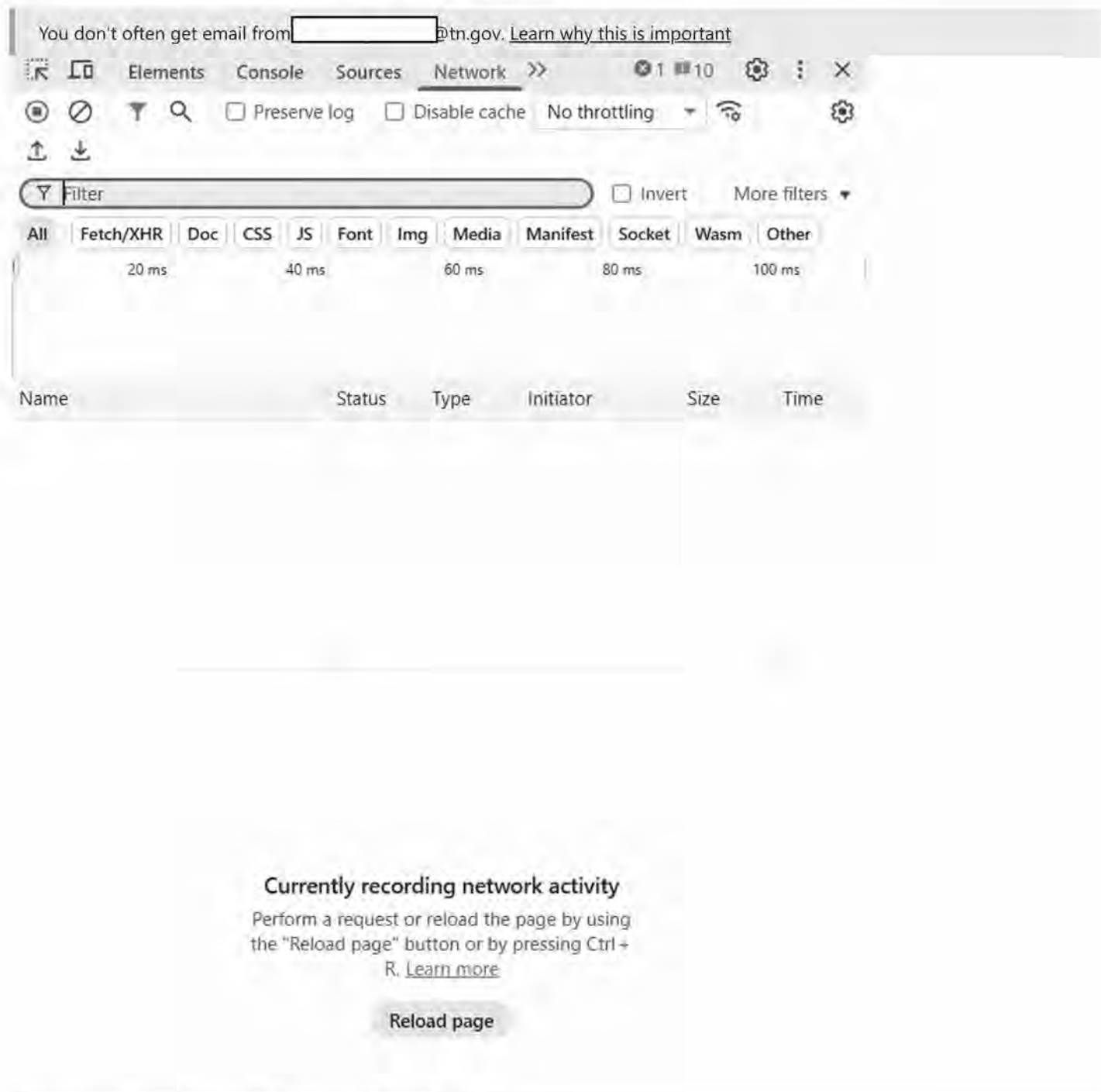
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PRIVACY: The Utah Driver License Division uses your personal data and images for public safety, fraud prevention, and other legally authorized purposes. Your data is never sold, but may be shared with other entities as defined by law. For more details about data utilization and relevant record series, please visit our website [here](#). Personal data provided is used to identify the record holder, requestor, or other individual necessary for the transaction. If the information is not provided, the division may be unable to act upon this email.

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From: [REDACTED]
Subject: RE: [EXTERNAL] SAVE Information (b)(6)
To: SAVE-HELP
Sent: November 3, 2025 11:12 AM (UTC-06:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)



Currently recording network activity
Perform a request or reload the page by using the "Reload page" button or by pressing Ctrl + R. [Learn more](#)

Reload page

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Friday, October 31, 2025 11:34 AM
To: [REDACTED]@tn.gov> (b)(6)
Subject: [EXTERNAL] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Please reply to this email with a screenshot after following the steps below:

- Log into SAVE using login.gov
- On the SAVE **Home** page tab, right click on the page and select **Inspect**.
- Select the tab **Network**
- Click the **Cases** tab, and begin the process of initiating a new case
- Provide a screenshot of the **Network** logs when the initiating case error is present.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: [REDACTED]@tn.gov]

Sent: 10/31/2025 9:15 AM

To: [REDACTED]@uscis.dhs.gov (b)(6)

Subject: SAVE error message

You don't often get email from [REDACTED]@tn.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>

Good morning,

I was trying to initiate a new case within SAVE, but I keeping getting this error message. I am unsure if this is just an issue I am having or if it is a known outage of the system?

From: DLLimited DPS
Subject: Re: SAVE Information
To: SAVE-HELP
Sent: October 31, 2025 11:49 AM (UTC-05:00)

My User # [REDACTED] (b)(6)

On Fri, Oct 31, 2025 at 10:47 AM DLLimited DPS <[REDACTED]@utah.gov> wrote:
I have tried. The case shows NOT FOUND.

(b)(6)

On Fri, Oct 31, 2025 at 10:45 AM CS - Save Help Queue <[REDACTED]@uscis.dhs.gov> wrote:

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

To confirm, Heather Shields is the only user who is unable to find the case who has attempted to?

I do see she was the one who create the case, thank you. The team will look into this.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: DLLimited DPS [REDACTED]@utah.gov]
Sent: 10/31/2025 9:39 AM
To: [REDACTED]@uscis.dhs.gov
Subject: Re: SAVE Information

(b)(6) (b)(7)(C) (b)(7)(F)

[REDACTED] ran the SAVE.

On Fri, Oct 31, 2025 at 10:38?AM CS - Save Help Queue
[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>> wrote:

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Can you please elaborate on "we"? I will need to review user IDs because I was able to find the case.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

* SAVE at [redacted] (b)(6)

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: DLLimited DPS [redacted]@utah.gov<mailto:[redacted]@utah.gov>]

Sent: 10/31/2025 9:35 AM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)

Subject: Re: SAVE Information

The SAVE was ran on 10/20/25. SAVE was having issues that day. We can't find it or open it.

On Fri, Oct 31, 2025 at 10:30?AM CS - Save Help Queue

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>> wrote:

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Are you the only one experiencing this issue? Which user ID are you using?

We hope this information is helpful. If you need additional assistance, please send an email to

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern. (b)(6)

* SAVE at [redacted]

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: DLLimited DPS [redacted]@utah.gov<mailto:[redacted]@utah.gov>
<mailto:[redacted]@utah.gov<mailto:[redacted]@utah.gov>>]
Sent: 10/31/2025 9:07 AM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: CASE NOT FOUND (b)(6)

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

SAVE CASE # [redacted] (b)(7)(E)

Best Regards,

[image.png]

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office [redacted] (b)(6)

Website: dld.utah.gov<<https://dld.utah.gov>><<https://dld.utah.gov>><<http://dld.utah.gov>>

[<https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download>]
[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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[<https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000Cn4X&esid=018SJ00000g8kof&from=ext>]

thread::UtevWuxmds6buz_DWCvfE2w::

—

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov<<https://dld.utah.gov>><<http://dld.utah.gov>>

[<https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download>]

[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov<<http://dld.utah.gov>>

[<https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download>]

[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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Utah Department of Public Safety

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Office  (b)(6)

Website: dld.utah.gov



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From: [REDACTED]
Subject: No status/employment authorized (b)(6) (b)(7)(E)
To: SAVE-HELP
Sent: October 31, 2025 10:09 AM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Good morning, I am confused on this case [REDACTED] he is coming up as no status but employment authorized with an exp date. There is no button to continue with the verification. I am curious on whether or not to issue. Thank you for your time.

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From: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: Canceled: SAVE Response File Available in Bulk Upload Dashboard- Florida SoS
To: [redacted]
Cc: [redacted]
Sent: October 30, 2025 2:12 PM (UTC-05:00)

Update: the team has found the bug that causes the issue Florida SoS has been running into, and are pushing out a fix—it will likely be release within the next week. They have asked to cancel this meeting since they know what's going on now—sorry for the last-minute notice!!

This is the meeting for Florida SoS to screenshare the issue they've been experiencing with their bulk upload response file not available for download.

Microsoft Teams [Need help?](#)

Join the meeting now

Meeting ID: [redacted]
Passcode: [redacted]

Dial in by phone (b)(6)



* * * U.S. Citizenship and Immigration Services (USCIS) * * *

From: [redacted]@dos.fl.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, October 30, 2025 11:11 AM
To: [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>;
[redacted]@dos.fl.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Hey [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

3:30 works for me. I'm not sure if [redacted] and/or [redacted] wanted to sit on the screenshare as well so unless they aren't available at that time we should be set!

If anything changes, I'll reach out and let you know.

Thank you!



[redacted]
Operations Review Specialist
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Thursday, October 30, 2025 10:44 AM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]
[redacted]@dos.fl.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Update: the 1:30 time has been taken. Will 3:30 ET this afternoon work for you for a screenshare, [redacted] (b)(6)

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]

Sent: Thursday, October 30, 2025 7:50 AM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]
[redacted]@dos.fl.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Ok, thanks for that update—sorry to hear that you're still struggling with that. Let's go ahead and do that screenshare call so that we can diagnose it realtime. We can do 1:30 or 3:30 ET today—would either of those work for you?

[redacted]
Verification Division, IRIS (b)(6) (b)(7)(C) (b)(7)(F)
U.S. Citizenship & Immigration Services

Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Wednesday, October 29, 2025 3:32 PM

To: [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>;

[redacted]@dos.fl.gov>

Cc: [redacted]@uscis.dhs.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Hey!

I just tried downloading my file and it did the same thing. It let me click download but nothing happened.

Thanks!



[redacted]
Operations Review Specialist
Bureau of Voter Registration Services
Division of Elections | Florida Department of State

[redacted]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Wednesday, October 29, 2025 2:42 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

[redacted]

Can you please try downloading your response file again (after clearing your cache and restarting your browser)? Remember not to use Chrome.

Thank you,

[redacted]

Assistant Director
Division of Elections
Florida Department of State

Office: [redacted]
Email: [redacted]@dos.fl.gov (b)(6) (b)(7)(C) (b)(7)(F)

R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, October 29, 2025 12:37 PM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Good morning, [REDACTED] (b)(6)

Our team is asking that you check one last time on that file, ensuring that you've gone through the regular troubleshooting resolution tasks (clear cache, pop up blocker, restart browser, etc.). Can you walk through those troubleshooting items and try once more?

If it still doesn't work after that, then perhaps we can have a call this afternoon?

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Tuesday, October 28, 2025 11:34 AM

To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@dos.fl.gov>

Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@dos.fl.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Hi [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

No problem! I am adding in [REDACTED] on this email chain so that she can assist.

When would you like to do the screenshare?

Thank you,

[REDACTED]

Assistant Director
Division of Elections
Florida Department of State

Office: [REDACTED]
Email: [REDACTED]@dos.fl.gov (b)(6) (b)(7)(C) (b)(7)(F)

R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

From: [REDACTED]@uscis.dhs.gov>

Sent: Tuesday, October 28, 2025 8:02 AM

To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>

Cc: [REDACTED]@uscis.dhs.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Good morning, [REDACTED] (b)(6)

Our team went through and tested each user type to ensure that they would be able to see their own response files, and it worked for each level of user (including all the General Users types). Perhaps it would be more instructive to us if we could see it in action on your side—would you be able to set aside a little time for us this week for you to do a screenshare with us to be able to walk through this whole scenario?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>
Sent: Monday, October 27, 2025 3:27 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Hi [redacted]

Absolutely! The user is [redacted]

She is away from her desk currently, but I believe this is the file she was attempting to download under her General User account:

Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number	Cases Escalated	Actions
10/24/2025	[redacted]	3777/3788	PARTIALLY COMPLETED	[redacted]	171 Escalated	⋮

We have other users (General Users) who also could not download their own response file. When they select download nothing happens. There is no error report to screenshot.

(b)(6) We briefly switched [redacted] to a Supervisor instead of a General User and she was able to download the file without incident. We have since put her account back to the General User status.

Please let us know if there is additional information we can provide.

Thank you,

[redacted]
Assistant Director
Division of Elections
Florida Department of State
Office: [redacted]
Email: [redacted]@dos.fl.gov (b)(6) (b)(7)(C) (b)(7)(F)
R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

From: [redacted]@uscis.dhs.gov>
Sent: Monday, October 27, 2025 3:15 PM
To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

(b)(6)

Thanks for that information, [REDACTED] I've spoken with our product owners, and they're not sure what exactly is going on. Can you provide more detail about specifically which account it was that you used to upload the file(s), and which one was used to try and view it? They've also requested screenshots of the dashboard if you can capture those. We'll get to the bottom of this...

Thanks again!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Monday, October 27, 2025 12:46 PM

To: [REDACTED]@uscis.dhs.gov> [REDACTED]@dos.fl.gov>

Cc: [REDACTED]@uscis.dhs.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Hi [REDACTED]

It was the user's own file submission.

She also tried doing someone else's however, neither could be downloaded.

Thank you,

[REDACTED]
Assistant Director
Division of Elections
Florida Department of State

Office [REDACTED]

Email: [REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

From: [REDACTED]@uscis.dhs.gov>

Sent: Monday, October 27, 2025 12:24 PM

To: [REDACTED]@dos.fl.gov> [REDACTED]@dos.fl.gov>

Cc: [REDACTED]@uscis.dhs.gov>

Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [REDACTED] (b)(6)

So this was the user's own file submission and they can't see it? Or are they trying to view someone else's from a different account?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>
Sent: Monday, October 27, 2025 11:55 AM
To: [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Hi [redacted]

We did a test on one of our users. She is currently set as:

User Role (required)

General User - View ISV Responses for a [redacted] ↕

- Select -

General User - Cannot view ISV responses

General User - View user initiated ISV responses

General User - View ISV Responses for all users in Group

General User - View ISV Responses for all users in Department

Supervisor

She was unable to download the response file unless she was set as a Supervisor.

Is there another General User level that allows for downloading and not just viewing?

Thank you,

[redacted]
Assistant Director
Division of Elections
Florida Department of State
Office: [redacted]
Email: [redacted]@dos.fl.gov
R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Monday, October 27, 2025 11:35 AM
To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Good morning, [REDACTED] (b)(6)

Yes, all SAVE users can download and view their own response files, no matter what their "user level" is.

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Monday, October 27, 2025 9:46 AM
To: [REDACTED]@uscis.dhs.gov> [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Response File Available in Bulk Upload Dashboard

Hi [REDACTED]

Can only the supervisors or super users download this response file?

Or can a general user download their own response file?

Thank you,

[REDACTED]
Assistant Director (b)(6)
Division of Elections
Florida Department of State
Office: [REDACTED]
Email: [REDACTED]@dos.fl.gov
R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, October 24, 2025 10:23 AM
To: [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>
Subject: SAVE Response File Available in Bulk Upload Dashboard

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [REDACTED] (b)(6)

SAVE continues to enhance its functionality to ensure responses accurately represent individuals' citizenship or immigration status while improving usability for accessing SAVE responses in bulk. We are pleased to

announce the latest improvement: a **response file download feature** within the SAVE Bulk Uploader File History Dashboard. This new feature provides SAVE responses for cases that were automated and those that required manual review.

How to Access the Response File:

Visit the File History Dashboard on the Bulk Upload page within SAVE and click the action button (with the three dots) next to each of the bulk uploaded files. You will then see the option for downloading the response file. See the yellow highlight below for a visual.



File History Dashboard

Showing Files 31-40 of 328

Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number	Cases Escalated	Actions
09/18/2025	[REDACTED]	5/6	COMPLETED	(b)(7)(E)	0	[REDACTED]
09/18/2025	[REDACTED]	5/6	COMPLETED	[REDACTED]	0	[REDACTED]
09/17/2025	[REDACTED]	1/1	COMPLETED	[REDACTED]	0	[REDACTED]

The downloadable response file contains several columns with details about the SAVE responses for each case. The most representative SAVE response on citizenship or immigration status is provided in one of the following columns: Initial Request Response, Additional Request Response, or Third-Step Resolution.

Cases that underwent manual review are located in either the “Additional Request Response” or “Third Step Resolution” column. Cases initially flagged for “Institute Additional Verification” or “non-USC status” were escalated to SAVE’s manual review process in accordance with the SAVE MOA. Therefore, cases that have received responses at Additional Request Response or the Third Step Resolution are considered actionable and will not change unless additional information or documentation is provided.

We appreciate your patience as we worked to resolve these cases and develop this automated solution for delivering manual resolution results. If you have any questions or need assistance, please don’t hesitate to reach out—thanks!

[Redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[Redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED] (b)(6)
Subject: [REDACTED] - This email contains sensitive, non-public information
To: SAVE-HELP
Sent: October 28, 2025 7:49 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Hello!

I am sending this email as I am wondering if this case somehow slipped through the cracks.

My worker submitted Additional information to attempt to verify Cuban/Haitian Entrant status for the client on Save on 08/06/2025 and we have still not received a response, causing this case to be pending for over 2 months.

Is there any way we could request this be updated soon?

Case Verification Number: [REDACTED] (b)(7)(E)

Best Regards,

[REDACTED] | Social Services Supervisor
Office of Economic Assistance & Eligibility Operation

Nebraska Department of Health and Human Services (b)(6)

OFFICE: [REDACTED] | FAX: [REDACTED]

[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

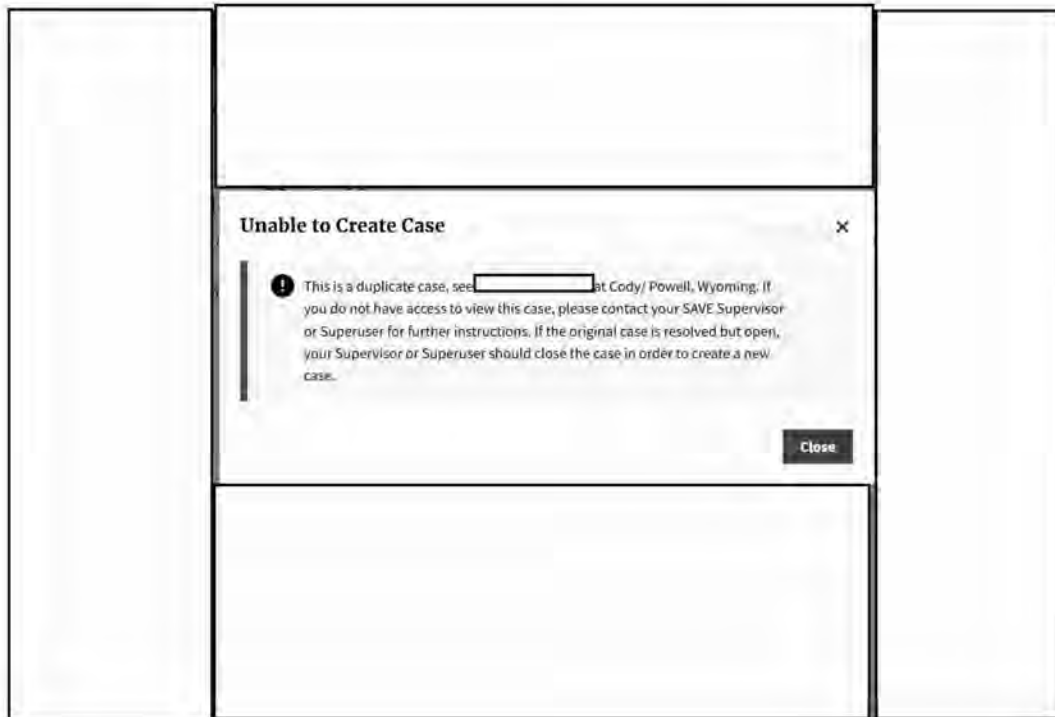
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From: [REDACTED]
Subject: Duplicate Case Error (b)(6)
To: SAVE-HELP
Sent: October 24, 2025 10:14 AM (UTC-05:00)

You don't often get email from [REDACTED]@wyo.gov. [Learn why this is important](#)

Good morning,

I am trying to run SAVE on a client and I keep receiving the following message. I have never ran a report for this individual and I'm not sure why I keep getting this error message. Any assistance would be greatly appreciated.



(b)(6) (b)(7)(E)

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If you receive SNAP or POWER benefits and need to complete your interview please call [REDACTED] For questions about SNAP or POWER contact your local office. You can also email your question and paperwork to [REDACTED]@wyo.gov (b)(6)

[REDACTED]
Benefit and Eligibility Specialist
109 W. 14th Street (b)(6)
Powell, WY 82435

Kindness is doing what you can, where you are, with what you have. ~Raktivist

E-Mail to and from me, in connection with the transaction

of public business, is subject to the Wyoming Public Records Act and may be disclosed to third parties.

From: [REDACTED]
Subject: Error (b)(6)
To: SAVE-HELP
Sent: October 23, 2025 3:21 PM (UTC-05:00)
Attached: Screenshot 2025-10-23 141633.png

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

[Home](#)[Cases](#) ▼[Reports](#)[Agency](#) ▼[Help](#) ▼e

(b)(6)

Find Case

Case Verification Number (required)

The Case Verification Number is the 13-digit number ending in 2 letters that was assigned to the case at initial verification.

 (b)(7)(E)

No matching cases found.

Double-check your case number and try again.

From: DLLimited DPS
Subject: SAVE Error
To: SAVE-HELP
Sent: October 23, 2025 3:20 PM (UTC-05:00)

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

Best Regards,

Case not found

The case that you are looking for does not exist or you do not have the correct privileges to access it. If you believe this is in error, please let us know about the issue.

[Return to Home](#)

[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#)

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U.S. Citizenship
and Immigration
Services



(b)(6) (b)(7)(E)

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office [redacted]

Website: dld.utah.gov (b)(6)



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From: (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy
To:
Cc:
Sent: October 23, 2025 1:55 PM (UTC-05:00)

– We’ve aggregated the results from the review of the 143 records and are ready to discuss them tomorrow at 3pm.

In addition, the team has built the manual response file capability which should be ready for download from the File History Dashboard screen tomorrow morning (possibly later tonight). Please see the yellow highlight below for where this response file will be located. In this response file, you'll receive all cases submitted in the bulk file along with the most up to date response following the completion of the manual review process. These will contain the actionable results for cases that were previously listed as "Case Under Review" if it has been worked at either the 2nd or 3rd step processes, which are manual reviews. As mentioned before, we have either auto-escalated or pulled in all cases that would have received an Institute Additional Verification (IAV) or a non-USC response at initial to manually review the case file as well as check with Department of State records. These should be available in the response file unless there are circumstances where the file review continues to process.

[Bulk Upload Tool](#)

[File History Dashboard](#)

File History Dashboard

Showing Files 31-40 of 328

Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number	Cases Escalated	Actions
09/18/2025		5/6	COMPLETED	(b)(7)(E)	0	load Response File Updated 10/22/2025 at 1:24 pm load Original File
09/18/2025		5/6	COMPLETED			
09/17/2025		1/1	COMPLETED			

(b)(6) (b)(7)(C) (b)(7)(F)

Associate Chief - Business & Technology Integration
Verification Division (VER)
Immigration Records and Identity Services (IRIS)
U.S. Citizenship and Immigration Services (USCIS)
DHS | USCIS | IRIS | VER
@uscis.dhs.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: @OhioSOS.Gov>
Sent: Tuesday, October 21, 2025 4:51 PM
To: @uscis.dhs.gov>; @uscis.dhs.gov>;
@uscis.dhs.gov>
Cc: @OhioSOS.Gov>; @OhioSOS.Gov>; @OhioSOS.Gov>;
@OhioSOS.Gov>; @OhioSOS.Gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Good afternoon USCIS team –

I'm reaching out again to see if you have had an opportunity to review the provided files? We are prepared to discuss at your convenience.

Thank you,

☐ (b)(6) (b)(7)(C) (b)(7)(F)

From: ☐
Sent: Monday, October 20, 2025 9:40 AM
To: ☐@uscis.dhs.gov; ☐@uscis.dhs.gov; ☐
☐@uscis.dhs.gov
Cc: ☐@OhioSOS.Gov; ☐@OhioSOS.Gov; ☐@OhioSOS.Gov; ☐
☐@OhioSOS.Gov; ☐@OhioSOS.Gov
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Good morning USCIS team -
Checking in to see if you have had an opportunity to review the provided files and when an update may be available?
Thank you,

☐ (b)(6) (b)(7)(C) (b)(7)(F)

From: ☐@OhioSOS.Gov
Sent: Tuesday, October 7, 2025 4:04 PM
To: ☐@uscis.dhs.gov; ☐@OhioSOS.Gov; ☐@uscis.dhs.gov;
☐@uscis.dhs.gov
Cc: ☐@OhioSOS.Gov; ☐@OhioSOS.Gov; ☐@OhioSOS.Gov; ☐
☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐@OhioSOS.Gov; ☐
☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐@uscis.dhs.gov; ☐@uscis.dhs.gov;
☐@uscis.dhs.gov; ☐@uscis.dhs.gov; ☐@OhioSOS.Gov; ☐
☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐@uscis.dhs.gov; ☐@uscis.dhs.gov;
☐@uscis.dhs.gov
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Hello, ☐

I posted the BMV results in the "Ohio to USCIS" folder. The Excel file (**BMV Results – 20251007**) includes cases where the USCIS results from the 25th do not align with the BMV's findings. The BMV has also provided documentation supporting their determinations.

If you'd like to review the supporting documents, they are located in the subfolder **Citizen Source Documents**. Each file is labeled with the corresponding **BMV ID number**, which matches the field in the Excel file.

Thank you!



☐ | Data Analyst
Office of the Ohio Secretary of State
o: ☐
OhioSOS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: ☐@uscis.dhs.gov
Sent: Thursday, October 2, 2025 1:35 PM
To: ☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐@uscis.dhs.gov
Cc: ☐@OhioSOS.Gov; ☐@OhioSOS.Gov; ☐@OhioSOS.Gov; ☐
☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐@OhioSOS.Gov; ☐
☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐@uscis.dhs.gov; ☐
☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐@uscis.dhs.gov; ☐
☐@OhioSOS.Gov; ☐@OhioSOS.Gov; ☐@uscis.dhs.gov; ☐
☐@uscis.dhs.gov; ☐@uscis.dhs.gov
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Hello, ☐ (b)(6)

Thanks for the update! We will standby for the cases and documentation. We are also interested in researching the other deceased discrepancies you discovered if you can share them with us.

Thank you,

[redacted]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Thursday, October 2, 2025 10:11 AM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Hi [redacted]–

Yes – Ohio BMV is gathering the additional documentation, and we will share as soon as possible. Also, as a follow-up to our SSA discussion we learned of additional deceased discrepancies. Are you and/or SSA still interested in receiving those? We appreciate the ongoing support – especially during a shut down!

Thanks,

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, October 2, 2025 11:07 AM
To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Good morning,

We wanted to follow up after the meeting Monday to see if there were still plans to share the cases and associated documentation for the 212 cases, we discussed reviewing.

Thank you,

[redacted]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Friday, September 26, 2025 1:37 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;

(b)(6)(b)(7)(C)(b)(7)(F)

[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Yes – that works for us. I'll send you can invite and you can add others from USCIS and SSA to join.
Have a good weekend!

[redacted] (b)(6)(b)(7)(C)(b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Friday, September 26, 2025 2:35 PM
To: [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov>
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Thanks for following up—we were just coming to a consensus... Can we do 3:30ET?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6)(b)(7)(C)(b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Friday, September 26, 2025 2:23 PM
To: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov>
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Hi [redacted] –
Checking in on your availability on Monday?
Thanks so much,
[redacted]

From: [redacted] (b)(6)(b)(7)(C)(b)(7)(F)

Sent: Thursday, September 25, 2025 5:42 PM
To: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov>
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

[redacted] –
Our team is available on Monday from 9-10am, and 2:30-4:30. Let us know what works best for your team.
[redacted]

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(b)(6)(b)(7)(C)(b)(7)(F)

delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately. Thank you.

From: DLLimited DPS
Subject: SAVE UI Bug Report System Down
To: SAVE-HELP
Sent: October 22, 2025 12:36 PM (UTC-05:00)

--ERROR TYPE: USER, STATUSTEXT: Failed to Query User Details

[Return to Home](#)

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

Best Regards,

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov



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From: DLLimited DPS
Subject: Time Out of System
To: SAVE-HELP
Sent: October 22, 2025 12:29 PM (UTC-05:00)

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

Best Regards,

Attached is the photo of the error we are receiving.



Review Case Details

Review case information for accuracy. If there are any errors, select "Go Back" to edit the information. Data entry errors prolong the verification process.



(b)(6)

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov



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From: [redacted]
Subject: RE: SAVE Information (b)(6)
To: SAVE-HELP
Sent: October 21, 2025 2:41 PM (UTC-05:00)

You don't often get email from [redacted]@utahcounty.gov. [Learn why this is important](#)

Here's my direct phone number [redacted]

Thanks,

[redacted]
County Clerk
Utah County Clerk's Office
100 E. Center Street, Suite 3100
Provo, UT 84606
Office: [redacted]

(b)(6)



From: CS - Save Help Queue [redacted]@uscis.dhs.gov>
Sent: Tuesday, October 21, 2025 1:39 PM
To: [redacted]@utahcounty.gov> (b)(6)
Subject: SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Can you please provide a screenshot of the error page you are receiving?

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- (b)(6)
- SAVE at [redacted]
 - Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
 - International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.



thread::mKuTJbmTeYKE7mJoKTI3ZWw::

From: [redacted]
Subject: RE: SAVE Information (b)(6)
To: SAVE-HELP
Sent: October 21, 2025 2:40 PM (UTC-05:00)

You don't often get email from [redacted]@utahcounty.gov. [Learn why this is important](#)

Here's the screenshot of where I'm getting hung up.

https://save.uscis.gov/save/app/client/ui/agencies/registration

County Duties County Services Election Tools Education Marriage License Other Clerk Elections Bookmarks

Alternate Address

100 E Center St
3100
Provo, UT 84606

[Edit Agency Information](#)

Points of Contact

Role	First Name	Last Name	Phone	Email
FINANCIAL	D			
PROGRAM	A			
TRAINING	N			
MANAGEMENT	B			

[Edit Points of Contact](#)

[Submit Application](#)

Unable to SubmitApplication
Failed to submit .

[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#)
[Accessibility](#) [Browser Support](#) [Plugins](#) [Site Map](#) [V37 IICA](#) [V38 IICA Draft](#)

Thanks,

County Clerk

Utah County Clerk's Office
100 E. Center Street, Suite 3100
Provo, UT 84606

(b)(6) Office: [redacted]



From: CS - Save Help Queue [redacted]@uscis.dhs.gov>
Sent: Tuesday, October 21, 2025 1:39 PM

(b)(6)

To: [redacted]@utahcounty.gov>
Subject: SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Can you please provide a screenshot of the error page you are receiving?

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- SAVE at [redacted]
- Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.



thread::mKuTJbmTeYKE7mJoKTi3ZVWw::

From: [REDACTED]
Subject: SAVE errors (b)(6)
To: SAVE-HELP
Sent: October 20, 2025 3:21 PM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Good afternoon,

Trying to run SAVE for someone and it gives me an error saying its having issues initiating the report and to contact customer service for help. Thank you!

From: DLLimited DPS
Subject: Re: SAVE Information
To: SAVE-HELP
Sent: October 20, 2025 12:23 PM (UTC-05:00)

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

It has not been resolved.

(b)(6)

On Mon, Oct 20, 2025 at 11:06 AM CS - Save Help Queue <[REDACTED]@uscis.dhs.gov> wrote:

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

This issue has been resolved.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] M&PA (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----

From: DLLimited DPS [REDACTED]@utah.gov]

Sent: 10/20/2025 10:27 AM

To: [REDACTED]@uscis.dhs.gov

Subject: Fwd: Error Submitting Final Verification.

(b)(6) You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](https://aka.ms/LearnAboutSenderIdentification)<<https://aka.ms/LearnAboutSenderIdentification>>

----- Forwarded message -----

From: [REDACTED]@utah.gov<mailto:[REDACTED]@utah.gov>>

Date: Thu, Oct 16, 2025 at 12:42?PM

Subject: Error Submitting Final Verification.

To: <[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

Best Regards,

--

[REDACTED]
SAVE Operations Support Coordinator
Department of Public Safety (b)(6)
Driver License Division
[REDACTED]

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S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office [REDACTED] (b)(6)

Website: dld.utah.gov<<http://dld.utah.gov>>

[<https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download>]
[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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thread::alEstWzqdOK0pOmJ9bhaV2w::

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Utah Department of Public Safety

Driver License Division

Office (b)(6)

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From: DLLimited DPS
Subject: Error Submitting Final Verification.
To: SAVE-HELP
Sent: October 20, 2025 12:01 PM (UTC-05:00) (b)(6)

You don't often get email from [redacted]@utah.gov. [Learn why this is important](#)

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

--
Best Regards,

Case Creation

Photo Match

Additional Verification

Case Result

Case Closure

SAVE Response

**Institute Additional Verification**

SAVE was unable to verify the applicant's status on electronic initial verification. There may have been an issue electronically locating the records or additional verification may be required due to conflicting data or the nature of the applicant's status. This is not a final response and should not be used to determine benefit eligibility. Please Institute Additional Verification so SAVE can conduct more research and return the correct status.

**Error submitting final verification. Please re-enter your information and try again. If you continue to encounter this error, please contact SAVE Customer Service.**

SAVE Response Details

Case Verification Number

[redacted] (b)(7)(E)

Special Comments

Enter any additional comments here. Maximum 400 characters.

Please verify C08 EAD card with admitted to date of 9/17/30

340 characters left

Agency Requests

SAVE needs a copy of the applicant's immigration documentation in order to perform additional verification. Please upload a copy below.

Upload File (required)

S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office [redacted] (b)(6)

Website: dld.utah.gov



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From: [REDACTED]
Subject: (b)(6)
To: SAVE-HELP
Sent: October 20, 2025 10:50 AM (UTC-05:00)
Attached: unnamed.png

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

Hello,

I have attached a screenshot of the error message we are getting when running a SAVE. Is this a known problem and if so, any ETA on when SAVE will be back up?

Thank you,

[REDACTED]
Heber DLD Supervisor (b)(6)

Utah Department of Public Safety

Driver License Division

Office: [REDACTED]

Website: dld.utah.gov



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**Verification in Process**

Initial Verification encountered an error and could not complete the request at this time. This case will be placed in a queue and the system will automatically try to complete this verification over the next 24 hours. See the Guide to Understanding SAVE Verification Responses for additional information.

From: DLLimited DPS
Subject: Fwd: Error Submitting Final Verification.
To: SAVE-HELP
Sent: October 20, 2025 9:28 AM (UTC-05:00)

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

(b)(6)

----- Forwarded message -----
From: [REDACTED]@utah.gov>
Date: Thu, Oct 16, 2025 at 12:42 PM
Subject: Error Submitting Final Verification.
To: [REDACTED]@uscis.dhs.gov>

We are currently experiencing issues submitting for final verification with the SAVE system. Is there an ETA on when this issue will be resolved?

Best Regards,

--
[REDACTED]
SAVE Operations Support Coordinator
Department of Public Safety (b)(6)
Driver License Division
[REDACTED]

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S.A.V.E Operational Support Team

Utah Department of Public Safety

Driver License Division

Office (b)(6)

Website: dld.utah.gov



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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: SAVE Responses
To: [REDACTED]
Sent: October 15, 2025 7:17 AM (UTC-05:00)

Ah, I see. So these are duplicate cases? That's why you're seeing a processing error—you will need to refer to the case number given on each line to see the status response. We have duplicate case-blocking logic in our interface that prevents unnecessary case queries...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov
(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@sos.mo.gov>
Sent: Tuesday, October 14, 2025 5:08 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Responses

[REDACTED]

I can get into SAVE just enough to download one of the five files we discussed earlier. The other four are still in SAVE I haven't been able to download those yet.

Here's a screenshot from the file I do have. You can see 69 records showing a "PROCESSING" status with notes like "This is a duplicate case, see [case number] at Secretary of State."

Once SAVE is fully back up, I'll download the rest of the files and confirm if that same response appears across all five.

[REDACTED] **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102 (b)(6)
Direct: [REDACTED]



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From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, October 14, 2025 12:57 PM
To: [REDACTED]@sos.mo.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: SAVE Responses

(b)(6)

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[redacted] the team is saying they've never seen a "Processing" response in the initial response file. Can you send a screenshot of that response? And for how many records is that response being shown in those five files?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security (b)(6) (b)(7)(C) (b)(7)(F)
[redacted]@uscis.dhs.gov

From: [redacted]@sos.mo.gov>
Sent: Tuesday, October 14, 2025 12:03 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Responses

[redacted]
Thank you sir!

[redacted] | **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins (b)(6)
600 West Main Street | Jefferson City, MO 65102
Direct: [redacted]



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From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, October 14, 2025 10:56 AM
To: [redacted]@sos.mo.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: SAVE Responses

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please use Phish Alert to report it.

Hi [redacted] (b)(6)

As discussed, please see the one-pager for the SSA-specific responses, as well as the larger overall Response Guide for SAVE-based responses attached. I've asked the team about your files, and specifically about the "Processing" responses—I'll circle back with you when I hear...

[Redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

Verification Division, IRIS

U.S. Citizenship & Immigration Services

Department of Homeland Security

[Redacted]

[\[Redacted\]@uscis.dhs.gov](mailto:[Redacted]@uscis.dhs.gov)

(b)(7)(E)

Elig	Create	Error Type	Error Description
null	11:16.1	INPUT	{ssNbr4.notANumber}
null	11:22.5	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	16:01.7	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	15:18.0	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	57:24.8	INPUT	Column [C](LastName): Last Name is invalid
null	57:28.9	INPUT	Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid , Column [C](LastName): Last Nar
null	21:00.2	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	18:13.7	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	22:12.5	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	21:21.8	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	25:10.0	INPUT	{ssNbr4.notANumber}
null	22:25.8	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	22:34.0	INPUT	{ssNbr4.notANumber}
null	25:11.1	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	24:21.2	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	26:07.5	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	26:07.5	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	26:20.5	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	58:59.1	INPUT	Column [A](FirstName): First Name is invalid
null	28:09.8	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	28:26.2	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	59:17.2	INPUT	Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid , Column [C](LastName): Last Nar
null	31:05.3	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	32:02.4	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	33:09.5	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	34:18.6	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	34:22.4	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	00:04.2	INPUT	Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid , Column [C](LastName): Last Nar
null	34:24.0	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	35:17.5	INPUT	{ssNbr4.notANumber}
null	00:10.2	INPUT	Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid , Column [C](LastName): Last Nar
null	00:11.5	INPUT	Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid , Column [C](LastName): Last Nar
null	00:11.6	INPUT	Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid , Column [C](LastName): Last Nar
null	00:22.6	INPUT	Column [A](FirstName): First Name is required, Column [A](FirstName): First Name is invalid , Column [C](LastName): Last Nar
null	36:31.6	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	37:19.8	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	42:02.6	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	42:06.1	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	41:07.4	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	40:16.1	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	40:16.8	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	40:17.2	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	38:21.1	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State
null	42:12.1	PROCESSING	This is a duplicate case, see [redacted] at Secretary Of State

(b)(7)(E)

From: [REDACTED]
Subject: Cuban/Haitian Entrant Process (b)(6)
To: SAVE-HELP
Sent: October 9, 2025 3:42 PM (UTC-05:00)

You don't often get email from [REDACTED]@state.sd.us. [Learn why this is important](#)

CAUTION: This email originated from outside of the Federal Government. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the USCIS Security Operations Center with questions or click the "Report Phishing" button to report it as a phishing attempt.

Hello,

Could you provide some clarification on the steps for submitting a SAVE for Cuban/Haitian entrants? The option to check mark Cuban/Haitian does not come up for us 75% of the time submitting SAVES. Sometimes it will show up on the second page that pops up asking to upload a document but there are times where that page never comes up at all.

I would appreciate any clarification you can provide on why this might be happening.

Thank you!

[REDACTED]
Lead Administrative Assistant (b)(6)
Department of Social Services
1501 S. Highline Ave. | Sioux Falls, SD 57110
Phone [REDACTED] | <https://dss.sd.gov>



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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: SAVE outage Bulk Upload, File History, and Search down (MO SOS)
To: [REDACTED]
Cc: SAVE-HELP
Sent: October 9, 2025 2:38 PM (UTC-05:00)

Hi [REDACTED] – The outage ended at 2:15pm ET. Everything should be operational again.

Best, [REDACTED]

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Deputy Chief, Verification Division
Immigration Records and Identity Services
US Citizenship and Immigration Services
Mobile: [REDACTED]

Schedule: M-F / 9:30am-6:00pm ET / 6:30am-3:00pm PT

From: [REDACTED]@sos.mo.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, October 9, 2025 11:00 AM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Cc: SAVE-HELP [REDACTED]@uscis.dhs.gov>
Subject: SAVE outage Bulk Upload, File History, and Search down (MO SOS)
Importance: High

Good afternoon,

I'm experiencing a SAVE outage affecting multiple pages:

- Bulk Upload Tool – cannot process or view File History (“Something Went Wrong” page with raw HTML).
- File History Dashboard – error page rendered as HTML.
- Cases Search – “ERROR TYPE: SEARCH_ERROR, STATUS TEXT: Error fetching group filter data.”

Timeline: Began 12:45 PM CDT on 10/09/2025. Issue persists across browsers and users.

Account: Missouri Secretary of State – Election Integrity [REDACTED] (b)(6)

Requested action:

Confirm current incident and ETA for restoration.
Advise if any workarounds exist for bulk processing queued today.

I can provide screenshots on request.

Thank you,

[REDACTED] | **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102 (b)(6)
Direct: [REDACTED]



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From: [REDACTED]
Subject: ERROR TYPE: USER, STATUSTEXT: Failed to Query User Details
To: SAVE-HELP
Sent: October 9, 2025 11:17 AM (UTC-05:00) (b)(6)

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

Hi,

I'm at the State of Utah and SAVE hasn't been working this morning. The error message says to put that error type in the subject line.

Take care,

[REDACTED] (b)(6)
eREP Issues

From: [REDACTED]
Subject: technical issues (b)(6)
To: SAVE-HELP
Sent: October 9, 2025 10:54 AM (UTC-05:00)

Good morning, sending forward technical issues we are seeing this morning
When running SAVE on. The website itself is running super slow and then when you submit the info it is kicking us out.

So then you have to log back in and enter all the info again to get a dup notice to get the case # because it isn't showing in open or closed cases.

Then sometimes we get the Something went wrong error.

[REDACTED] | Social Services Supervisor, C.L.S.S.Y.B.

Office of Economic Assistance & Eligibility Operation (b)(6)
Nebraska Department of Health and Human Services

OFFICE [REDACTED]

[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy
To: [REDACTED]
Cc: [REDACTED]

Sent: October 3, 2025 10:34 AM (UTC-05:00)

The three new deceased discrepancies [REDACTED] have been placed in the Ohio_to_USCIS folder.



[REDACTED] Director of Data Analytics and Archives
Office of the Ohio Secretary of State
[REDACTED]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Thursday, October 2, 2025 1:35 PM
To: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov> [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>;
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>;
[REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
[REDACTED]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

(b)(6) (b)(7)(C) (b)(7)(F)

****Secretary of State Security Notice****
This e-mail is from an external source. Think before you click links or open attachments.

Hello, [REDACTED]

Thanks for the update! We will standby for the cases and documentation. We are also interested in researching the other deceased discrepancies you discovered if you can share them with us.

Thank you,

[REDACTED]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS

[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Thursday, October 2, 2025 10:11 AM

To: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>;
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>;
[redacted]Doolittle@uscis.dhs.gov> [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Hi [redacted]—

Yes – Ohio BMV is gathering the additional documentation, and we will share as soon as possible. Also, as a follow-up to our SSA discussion we learned of additional deceased discrepancies. Are you and/or SSA still interested in receiving those? We appreciate the ongoing support – especially during a shut down!

Thanks,

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Thursday, October 2, 2025 11:07 AM

To: [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>;
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>;
[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

[redacted]

Good morning,

We wanted to follow up after the meeting Monday to see if there were still plans to share the cases and associated documentation for the 212 cases, we discussed reviewing.

Thank you,

[redacted]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, September 26, 2025 1:37 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
<[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Yes – that works for us. I'll send you can invite and you can add others from USCIS and SSA to join.

Have a good weekend!

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, September 26, 2025 2:35 PM

To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
<[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov> [redacted]
<[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
<[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
<[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Thanks for following up—we were just coming to a consensus... Can we do 3:30ET?

[redacted] Verification Division, IRIS (b)(6) (b)(7)(C) (b)(7)(F)

@uscis.dhs.gov

From: [REDACTED]@OhioSOS.Gov>

To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Checking in on your availability on Monday?

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]

To: [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

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(b)(6) (b)(7)(C) (b)(7)(F)

(b)(6)

From: [REDACTED] (REC)
Subject: Re: SAVE Information
To: SAVE-HELP
Sent: October 2, 2025 11:46 AM (UTC-05:00)

I also worked with a user from another county here in Arizona to ask them if they are having issues and they are not having these same issues, and I don't know if it will help; they are a user here from Yavapai County in Arizona.

(b)(7)(E)

But can you also please provide information about how long it should take for me to be able to even **Search Cases** under my account? The cases for this new file upload [REDACTED] do not show still.



[REDACTED]
Voter Registration Technology Manager
Recorder's Office
301 W Jefferson St
2nd Floor, Suite 200
Phoenix, Arizona 85003
O: [REDACTED]
E: [REDACTED]@maricopa.gov
Recorder.Maricopa.Gov
[Facebook](#) | [Instagram](#) | [X](#) | [YouTube](#)

(b)(6)

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Thursday, October 2, 2025 7:34 AM
To: [REDACTED]@maricopa.gov>
Subject: SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Thank you for the update. I am sending this new information to our SAVE Team for follow up.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- SAVE at [REDACTED]
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED]

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(b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [REDACTED]@maricopa.gov
Sent: 9/30/2025 2:01 PM
To: [REDACTED]@uscis.dhs.gov
Subject: Re: SAVE Information

Good morning, the cases created by [REDACTED] showed up under my user account now when we use Search Cases or the Web Agency Audit Report but I still am unable to download the response file from the File History Dashboard for the Bulk Uploader.

Will it take a week for our latest upload [REDACTED] to also show? (b)(7)(E)

[cid:d11390a7-d30a-46be-88f9-4af835271495]

[REDACTED]

Voter Registration Technology Manager

Recorder's Office

301 W Jefferson St
2nd Floor, Suite 200
Phoenix, Arizona 85003

(b)(6)

O: [REDACTED]

E: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>

Recorder.Maricopa.Gov<https://recorder.maricopa.gov/> (b)(6)

Facebook<https://www.facebook.com/maricoparecorder> | Instagram<https://www.instagram.com/maricoparecorder> | X<https://twitter.com/recordersoffice> | YouTube<https://www.youtube.com/@RecordersOffice>

From: CS - Save Help Queue <[redacted]@uscis.dhs.gov>
Sent: Friday, September 26, 2025 1:24 PM
To: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>
Subject: SAVE Information

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. Thank you for the response. I am working with our SAVE Development Team to find a resolution for you. We hope this information is helpful. If

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Thank you for the response. I am working with our SAVE Development Team to find a resolution for you.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- * SAVE at [redacted]
- * Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- * International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----
From: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>
Sent: 9/26/2025 3:10 PM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)
Subject: Re: SAVE Information

No, I can still not download the file, I also cannot see any of the responses in the Search Cases. I am attaching a screen recording of an attempt to download and a screenshot of the Search Cases page.

[cid:74fc4292-9403-43b8-8f3e-c7bb1463157a]

[redacted] (b)(6)

Voter Registration Technology Manager

Recorder's Office

301 W Jefferson St
2nd Floor, Suite 200
Phoenix, Arizona 85003

O: [redacted] (b)(6)

E: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>>

Recorder.Maricopa.Gov<https://Recorder.Maricopa.Gov><https://recorder.maricopa.gov/>

Facebook<https://www.facebook.com/maricoparecorder><https://urldefense.com/v3/_https://www.facebook.com/maricoparecorder_!!KLEI7LSNBzLtGRk!bdzSXF_0pNNlkymZqsfRS_FA0lKgg_S77AbmgmF7Wks9VPnT3sLOKMix_TBXS2xlcPKo7oUN_zxe9SLsKrCoNYCioh8O9u>
| Instagram<https://www.instagram.com/maricoparecorder/><https://urldefense.com/v3/_https://www.instagram.com/maricoparecorder/>_!!KLEI7LSNBzLtGRk!bdzSXF_0pNNlkymZqsfRS_FA0lKgg_S77AbmgmF7Wks9VPnT3sLOKMix_TBXS2xlcPKo7oUN_zxe9SLsKrCoNYCioh8O9u>
| X<https://twitter.com/recordersoffice><https://urldefense.com/v3/_https://twitter.com/recordersoffice_!!KLEI7LSNBzLtGRk!bdzSXF_0pNNlkymZqsfRS_FA0lKgg_S77AbmgmF7Wks9VPnT3sLOKMix_TBXS2xlcPKo7oUN_zxe9SLsKrCoNYCioh8O9u>
| YouTube<https://www.youtube.com/@RecordersOffice><https://urldefense.com/v3/_https://www.youtube.com/@RecordersOffice_!!KLEI7LSNBzLtGRk!bdzSXF_0pNNlkymZqsfRS_FA0lKgg_S77AbmgmF7Wks9VPnT3sLOKMix_TBXS2xlcPKo7oUN_zxe9SLsKrCoNYCioh8O9u>

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
Sent: Friday, September 26, 2025 9:05 AM
To: [REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>>
Subject: SAVE Information

(b)(6)

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. Have you been able to download the response file for this bulk upload [REDACTED]? SAVE User Reference Guide ??????8.72 How to Submit Cases

(b)(7)(E)

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Have you been able to download the response file for this bulk upload [REDACTED] (b)(7)(E)

SAVE User Reference Guide<<https://urldefense.com/v3/https://www.uscis.gov/save/current-user-agencies/guidance/save-user-reference-guide> :!!KLEI7LSNBzLiGRk!c7-kLMGeU90YCooWEvJlITEdgyzJkLjdTK6i5oaH_b2e3Tn9C6jrZJ66FXz6vp2G1dmeHM45-DBb2VX6DwvF2XluG2Z_66US\$>

??????8.2 How to Submit Cases in Bulk<<https://urldefense.com/v3/https://www.uscis.gov/save/current-user-agencies/guidance/save-user-reference-guide/8-case-creation/82-how-to-submit-cases-in-bulk> :!!KLEI7LSNBzLiGRk!c7-kLMGeU90YCooWEvJlITEdgyzJkLjdTK6i5oaH_b2e3Tn9C6jrZJ66FXz6vp2G1dmeHM45-DBb2VX6DwvF2XluT37Qsss\$>

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- * SAVE at [REDACTED]
- * Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- * International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

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???????

----- Original Message -----

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov>>
Sent: 9/25/2025 2:48 PM
To: [REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov>>
Subject: SAVE - Technical Issue - We Are Aware

(b)(6)

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

The SAVE program is experiencing technical issues. Please know that we are working diligently to resolve the issue, as quickly as possible. We apologize for any inconvenience this has caused.

Once the technical issue is resolved, to access the SAVE system please visit:

<https://save.uscis.gov/save/app/client/ui/home><<https://urldefense.com/v3/https://save.uscis.gov/save/app/client/ui/home> :!!KLEI7LSNBzLiGRk!c7-kLMGeU90YCooWEvJlITEdgyzJkLjdTK6i5oaH_b2e3Tn9C6jrZJ66FXz6vp2G1dmeHM45-DBb2VX6DwvF2XluJ0llrbc\$>
<<https://urldefense.com/v3/https://save.uscis.gov/save/app/client/ui/home>*3Chttps://*urldefense.com/v3/https://*save.uscis.gov/save/app/client/ui/home :!!KLEI7LSNBzLiGRk!c7-kLMGeU90YCooWEvJlITEdgyzJkLjdTK6i5oaH_b2e3Tn9C6jrZJ66FXz6vp2G1dmeHM45-DBb2VX6DwvF2XluJ0llrbc\$*3E :JS8vJQ!!KLEI7LSNBzLiGRk!bdzSxf_0pNNlkymZqsfRS_FA0IKeg_S77AbmgmF7Wks9VPnT3slOKMix_TBXS2xlcPKo7oL

NOTE: Before logging in, please delete your temporary internet files and cookies in the 'internet options' portion of your web browser.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- SAVE at [REDACTED]
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: [REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov> (b)(6)
<mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>>]
Sent: 9/25/2025 12:24 PM
To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>
Subject: Re: SAVE Information

I'm not understanding, when you refer to updates are you referring to updates to the SAVE application or are you saying updates to the cases I submitted to the file?
When will I be able to download the response file?

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

Voter Registration Technology Manager

Recorder's Office

301 W Jefferson St

2nd Floor, Suite 200

Phoenix, Arizona 85003

O: [REDACTED]

E: [REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>>>
<mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>>>

Sent from mobile

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>
Sent: Thursday, September 25, 2025 6:38:06 AM
To: [REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>
<mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>>>
Subject: SAVE Information

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. Unfortunately, due to SAVE enhancements that are affecting the SAVE website, updates can take up to 2-3 days to be shown. This may or may not

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Unfortunately, due to SAVE enhancements that are affecting the SAVE website, updates can take up to 2-3 days to be shown. This may or may not affect the final return time and updates for cases. But the cases will eventually update with the correct information.

This issue is currently being worked on by SAVE

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov> (b)(6)
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- * SAVE at [REDACTED]
- * Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- * International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>]
Sent: 9/24/2025 1:23 PM
To: [REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>>>
<mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov<mailto:[REDACTED]@maricopa.gov>>>
Subject: SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

I have forwarded this issue to the SAVE Development Team for assistance. I will keep you informed.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>><mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

SAVE at [redacted] (b)(6)
Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants web page to view our on-demand webinar.

----- Original Message -----

From: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov> (b)(6)
<mailto:[redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>><mailto:[redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>>>
<mailto:[redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>>>]
Sent: 9/24/2025 1:16 PM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>><mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>
Subject: Re: SAVE Information

Hi, this information doesn't help my problem. I cannot download or review any of the information given back in response to the records included in [redacted] (b)(7)(E)

[cid:3401ea97-86fd-4e49-a9b7-676920358063]

[redacted] (b)(6)

Voter Registration Technology Manager

Recorder's Office

301 W Jefferson St
2nd Floor, Suite 200
Phoenix, Arizona 85003

O [redacted] (b)(6)

E: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>>>
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From: CS - Save Help Queue <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>

(b)(6)

<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov>>>>

Sent: Wednesday, September 24, 2025 11:01 AM

To: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>

<mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>>><mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>

<mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>>>>

Subject: SAVE Information

(b)(6)

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. SAVE Optimization: SAVE Enhances the Bulk Upload Process. We hope this information is helpful. If you need additional assistance, please send

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

SAVE Optimization: SAVE Enhances the Bulk Upload Process.<<https://urldefense.com/v3/https://www.uscis.gov/save/current-user-agencies/news-alerts/save-optimization-save-enhances-the-bulk-upload-process> :!!KLEI7LSNBzLiGRk!ebBW4EMhGojgg5-o99oJB_KzUQQYe9DOZIVi4Dur-AQziNj4a4Xx07w_hfpRDBWRLknAb5UHR4lh5nGm23KlgQ7377B0TQ\$>

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov>><mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov>

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<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov>>>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at [redacted]

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6)(b)(7)(C)(b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-

Applicants<<https://urldefense.com/v3/https://www.uscis.gov/save/for-benefit-applicants> :!!KLEI7LSNBzLiGRk!ebBW4EMhGojgg5-

o99oJB_KzUQQYe9DOZIVi4Dur-AQziNj4a4Xx07w_hfpRDBWRLknAb5UHR4lh5nGm23KlgQ7KHgZVes\$> web page to view our on-demand webinar.

----- Original Message -----

From: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov>

<mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>><mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>

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<mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>>>>]

Sent: 9/24/2025 12:01 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov>>

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Subject: Bulk Uploader Issue - [redacted]

(b)(7)(E)

I am not able to download the response file for this bulk upload [redacted] I have tried different browsers and have waited a few days.

I also cannot see any of the cases created by the bulk upload in Search Cases.

[cid:3d04e7d1-4cee-4b85-b3f9-426836aa52eb]

[redacted] (b)(6)

Voter Registration Technology Manager

Recorder's Office

301 W Jefferson St
2nd Floor, Suite 200
Phoenix, Arizona 85003

O: [redacted] (b)(6)

E: [redacted]@maricopa.gov<mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov><mailto:[redacted]@maricopa.gov>>

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(b)(6)

<mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov><mailto:[REDACTED]@maricopa.gov>>>>>

Recorder.Maricopa.Gov<https://Recorder.Maricopa.Gov><https://Recorder.Maricopa.Gov><https://Recorder.Maricopa.Gov><https://Recorder.Maricopa.Gov>
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[https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?
oid=00D10000000Cn4X&esid=018SJ00000d8LX3&from=ext<https://urldefense.com/v3/ https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?
oid=00D10000000Cn4X&esid=018SJ00000d8LX3&from=ext :!!KLEI7LSNBzLiGRk!bdzSXf_0pNN1kymZqsfRS_FA0IKgq_S77AbmgmF7WKs9VPnT3sIOKMix

[https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000Cn4X&esid=018SJ00000dAQ7f&from=ext]



(b)(6)

From: [REDACTED]
Subject: Save Case Inquiry - No Results Found; Email May Contain Sensitive, Non Public Information
To: SAVE-HELP
Sent: October 1, 2025 8:59 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Good morning,

Received 3 emails from SAVE this morning regarding results for Cases [REDACTED] (b)(7)(E)
[REDACTED] Accessed SAVE this morning, however none of these case #s generates any results in the system. I've searched cases I've requested in the last 90 days under my own username and none of these cases appear. I've attempted searching client names, alien #, I-94 #s, etc. and have been unsuccessful in locating them. It almost appears as if nonexistent or as if I did not institute these. Not sure if there is an issue with the website. Or is this related to an issue with my account?

Please advise how I can access these. Or any information regarding this matter, would be appreciated.
Thank you.

[REDACTED] | Bilingual Social Services Worker Lead

OFFICE OF ECONOMIC ASSISTANCE

(b)(6)

Nebraska Department of Health and Human Services

OFFICE: [REDACTED] | FAX: [REDACTED]

[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

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No se puede garantizar que la transmisión de correo electrónico sea segura o esté libre de errores, ya que la información podría ser interceptada, corrompida, perdida, destruida, llegar tarde o incompleta, o contener virus. Por lo tanto DHHS y el remitente no aceptan responsabilidad por el contenido de este mensaje que surja como consecuencia de la transmisión de correo electrónico

From: [REDACTED]
Subject: Duplicate Case Search (b)(6)
To: SAVE-HELP
Sent: September 29, 2025 10:15 AM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Hello,

I have a staff member who is attempting to search for a client in SAVE.
The below error shows:

Unable to Create Case



(b)(7)(E)



This is a duplicate case, see [REDACTED] at SRS. If you do not have access to view this case, please contact your SAVE Supervisor or Superuser for further instructions. If the original case is resolved but open, your Supervisor or Superuser should close the case in order to create a new case.

Close

I have attempted to search for this case to remove/close the duplicate case.
The case is not being found to remove.
I have attempted to search using all possible filters with no results.

Hide Filters

Case Status
- Select -

Creation Date
Past 30 days

Created By - Department
▼

Created By - Group
- Select -

Created By - User
- Select -

Open (0) Closed (0)

Sort By
Last Modified ↕ Z A

No Cases

I was hoping to receive some guidance or assistance to remove this duplicate case.

Thank you,

[REDACTED]

Data Exchange Manager - Economic and Employment Services
PARIS Program Integrity Unit Supervisor
Kristeen.Faught@ks.gov (b)(6)
Office [REDACTED]
Fax: [REDACTED]

Kansas Department for Children and Families
555 S. Kansas Ave, Topeka, KS 66603



Strong Families Make a Strong Kansas

This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. 2510-2521, and contain information intended for the specified individual(s) only. This information is confidential. If you are not the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying or the taking of any action based on the contents of this information is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail and delete the original message.

available today from 1-2 or 3-4, and if those times don't work, we will do our best to accommodate your schedule.

(b)(6) (b)(7)(C) (b)(7)(F)

Regarding the identified non-citizen records that previously received a SAVE response of U.S. citizen with the BMV, a discussion is necessary to correct the factual background on these cases: On 9/2, [REDACTED] requested that we re-run a subset of approximately 9,000 records from our August 15 bulk upload that had required additional manual verification due to a change in their manual verification process. [REDACTED] re-uploaded those records to SAVE on 9/5. On 9/12, we received via SharePoint a file [REDACTED]_MANUAL_RESPONSES_20250912_1605_01.xlsx) that contained the results of that re-upload. The review of that file was explained to be:

(b)(7)(E). The cases we asked you to re-run were cases previously worked at additional verification. There were recent updates in our manual verification process at 2nd step that may result in more USC responses. The "case under review" response just means that the case was auto escalated and is being worked manually by our Status Verification Office. The current processing timeline is 5 days..."

On 9/15 we met with USCIS to discuss those results. At that meeting, we were assured that the output in the "res_major_descr" and "res_minor_descr" fields represented the final results of that manual verification, as distinct from the "init_resp_eligibility_statement" which was the initial response prior to manual verification.

693 records contained some kind of non-citizen response in the "res_major_descr" and "res_minor_descr" fields.

As we proceeded to review those 693 records for list maintenance purposes, we identified that only 549 of them had originated in the August 15 bulk upload. The remainder had been uploaded previously at various points during our monthly SAVE process, including as early as September 2024. (Those records had already been removed from the voting rolls due to existing SAVE monthly reviews) We narrowed the scope of the list maintenance process to those 549 records. We subsequently identified that some of those 549 records appeared in BMV data as U.S. Citizens. After contacting the BMV they were able to identify that proof of citizenship had been provided by at least 197 of the 549 records that had newly been identified by SAVE as non-citizens.

Hopefully, this clarifies that we were told that such records did undergo a manual review.

Please let us know of your availability as soon as possible.

Thank you,

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>

Sent: Wednesday, September 24, 2025 4:42 PM

To: [REDACTED]@OhioSOS.Gov>

Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy



☐ (b)(6)

Thank you for Ohio's continued partnership in this soft launch. Ensuring data accuracy between systems that integrate with SAVE is a top priority for us, and we greatly appreciate the collaboration with your team on this ongoing process. Working through these examples together allows us to strengthen data integrity. Tim will coordinate a meeting to continue these conversations.

Additionally, we received findings from SSA regarding the deceased cases Ohio provided. Thank you for allowing us the opportunity to review each of these cases individually with SSA—it's an important step in ensuring accuracy and reliability. See findings below.



(b)(6)

(b)(7)(E)

RE: the BMV cases - Our team reviewed the 79 cases where SAVE statuses were different between what BMV has and the initial SAVE responses submitted by your organization. As a result, the team found nine cases with discrepancies between BMV and SAVE Voter Verification responses, where BMV received a USC response from SAVE, but SAVE returned an LPR response at initial when ran by Ohio SoS. For voter verification, it is necessary to escalate cases to manual review that receive an initial SAVE response of something other than a United States Citizen. To improve this process, we are auto-escalating any non-USC response that would have been provided at initial step so a status verifier can conduct a manual review. These initial LPR responses were likely provided prior to our implementation of auto-escalation on August 15th.

Tomorrow, we are expecting to provide you with a file of cases that have been under review with our status verifiers and contain final SAVE responses (these should address any discrepancies you may have seen with the initial SAVE responses and the BMV cases).

Respectfully,

☐ (b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
Associate Chief - Business & Technology Integration
Verification Division (VER)
Immigration Records and Identity Services (IRIS)
U.S. Citizenship and Immigration Services (USCIS)
DHS | USCIS | IRIS | VER
m: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@uscis.dhs.gov



From: [redacted]@OhioSOS.Gov>

Sent: Wednesday, September 24, 2025 8:40 AM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>;
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

[redacted]

Ohio has been a partner in testing the last four ssn search capability. We were assured that testing was complete and that we could rely upon the data for list maintenance processes. We now have reason, including reasons raised by USCIS, to require further confirmation that the last four SSN capability is functioning as intended and reliable. We need to have a meeting with USCIS, SSA, and our data team to discuss and understand discrepancies in the data.

This includes both a meeting on deceased records and a separate meeting on the records identified in non-citizen statuses. Our BMV has reviewed its records and is prepared to walk you through the differing statuses to identify any issues with the matching process. It is imperative that our data team has confidence in the system and the match results. We look forward to meeting as requested to ensure Ohio can continue with confidence these important list maintenance practices.

Thank you,

[redacted] (b)(6)



[redacted] | Chief Operating Officer and Assistant Secretary of State
Office of the Ohio Secretary of State
o: [redacted] (b)(6)
c: [redacted]
OhioSoS.gov

From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, September 23, 2025 1:01 PM (b)(6) (b)(7)(C) (b)(7)(F)
To: [redacted]@OhioSOS.Gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>;
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

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Matching for SSNs happens on the SSA side. From what we've been able to determine so far, this is not a SAVE system error. That said, it is important to us that SSA is matching accurately, so we are working to rule that out. They are looking into these cases now, we'll follow up as soon as we get more information.

In the meantime, I've attached the guide to SAVE responses which has some helpful information for individuals who believe their SSA record is in error. This is the primary mechanism an individual can take to address a discrepancy with their SSA record.

Deceased (per SSA record)

Social Security Administration (SSA) records indicate that the benefit applicant is deceased. This response can only be provided when a Social Security number (SSN) is used to create a SAVE case. If the benefit granting agency believes this response is in error, the benefit applicant will need to contact their local Social Security office. For more information about what a benefit applicant should do if they are incorrectly listed as deceased in Social Security's records, visit SSA's page at <https://www.ssa.gov/faqs/en/questions/KA-02917.html>.

From: [redacted]@OhioSOS.Gov> (b)(6)
Sent: Tuesday, September 23, 2025 12:47 PM

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>;
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>;
[redacted]@uscis.dhs.gov>

Subject: Re: [EXTERNAL] RE: Deceased Record Discrepancy

[redacted]
It is imperative that we be notified of any matching issues as soon as possible. Please connect us with the appropriate partners at SSA to discuss next steps.

[redacted]
(b)(6) (b)(7)(C) (b)(7)(F)

On Sep 22, 2025, at 8:35 PM, [redacted]@uscis.dhs.gov> wrote:

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That's helpful, I'd like to clarify that point with SSA to rule out a matching issue on their end since there was not a full SSN used.

[redacted]
Associate Chief
Business & Technology Integration, Verification Division (VER)
Immigration Records and Identity Services (IRIS)
U.S. Citizenship and Immigration Services (USCIS)
DHS | USCIS | IRIS | VER
m. [redacted]

[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Monday, September 22, 2025 6:50:17 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>;
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>

Subject: Re: [EXTERNAL] RE: Deceased Record Discrepancy

Thank you for the update from SSA. However we did not utilize full SSN. We only submitted partial SSN. Can we please connect tomorrow with the entire group to clarify?

On Sep 22, 2025, at 5:48 PM, Jennings, David M
[redacted]@uscis.dhs.gov> wrote:

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links or open attachments.

(b)(6) [redacted] - We received a response from SSA, see below. The SAVE system is accurately confirming the data that is in SSA's holdings for these cases.

"We can confirm that both Social Security Number (SSN) owners are deceased (one since 1982 and the other since 2011). However, we did identify matches for each of the names and dates of birth under different SSNs, and both of those individuals are still living. Could you please clarify how the full 9-digit SSNs for these cases were obtained? Specifically, did the information come from the SSN owner, the Motor Vehicle Administration (MVA), or another source?"

We're looking into the 4th example you provided. Should have more info soon.

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Monday, September 22, 2025 9:56 AM

To: [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Good morning, [redacted]

Can we please get an update on the investigation of the identified deceased and non-citizen records?

[redacted]

From: [redacted]@uscis.dhs.gov>
Sent: Friday, September 19, 2025 12:33 PM
To: [redacted]@OhioSOS.Gov>; [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
[redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>

Subject: Re: [EXTERNAL] RE: Deceased Record Discrepancy

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(b)(6)

[redacted] Getting this right is a high priority for us. Our team re-reviewed the cases and are showing one deceased response has changed to USC of that group. The others are still receiving a death indicator from SSA. I did not mean to infer that all cases had received a different result. We have reached out to SSA to investigate and will circle back once we learn more.

[redacted]

[redacted]

Associate Chief
Business & Technology Integration, Verification Division (VER)
Immigration Records and Identity Services (IRIS)
U.S. Citizenship and Immigration Services (USCIS)
DHS | USCIS | IRIS | VER
m: [redacted]
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Friday, September 19, 2025 11:50 AM
To: [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@OhioSOS.Gov>; [redacted]
<[redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

[redacted]

Our team re-ran the records, and three are showing as deceased, and one is now showing as a U.S. citizen. Respectfully, this is highly problematic. We were told the results we received were final and that we could conduct list maintenance activities with the data received. And we undertook such activities consistent with that assurance. We need to know if there was an error in the system and which, if any, prior records are inaccurate. We also need assurance that the system is operating as intended and providing accurate results.

Thank you,

[redacted]

[redacted] | **Chief Operating Officer and
Assistant Secretary of State**

<image001.png> Office of the Ohio Secretary of State

O: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
C: [redacted]
OhioSoS.gov

Our treFrom [redacted]@uscis.dhs.gov>

Sent: Friday, September 19, 2025 11:30 AM

To: [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]
<[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov> [redacted]
<[redacted]@uscis.dhs.gov> [redacted]
<[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]
[redacted]@OhioSOS.Gov>

Subject: Re: [EXTERNAL] RE: Deceased Record Discrepancy

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links or open attachments.

(b)(6)

Thanks [redacted] we'll take a look at this one as well.

For the other examples that were sent as deceased, our team reviewed them and we were able to get a different result. It's possible that SSA made changes. Please rerun them to see if you are able to get a different result as well.

[redacted]

Associate Chief
Business & Technology Integration, Verification Division (VER)
Immigration Records and Identity Services (IRIS)
U.S. Citizenship and Immigration Services (USCIS)
DHS | USCIS | IRIS | VER
m [redacted]

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, September 19, 2025 11:16:40 AM

To: [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>

[redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>

[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>

[redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: Deceased Record Discrepancy

Hello [redacted]

We learned of an additional record that received a SAVE Response of Deceased (per SSA Record) that has been confirmed to be alive. The case number is: [redacted] (b)(7)(E) Again, understanding these discrepancies is a priority for our team.

Thank you,

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, September 17, 2025 1:57 PM

To: [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>

Cc: [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>

[redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov> [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>

Subject: [EXTERNAL] RE: Deceased Record Discrepancy

*****Secretary of State Security Notice*****
**This e-mail is from an external source. Think before you click
links or open attachments.**

Thank you! We'll work with SSA to understand the origins of the deceased data and response for these.

From: [redacted]@OhioSOS.Gov>
Sent: Wednesday, September 17, 2025 12:54 PM (b)(6) (b)(7)(C) (b)(7)(F)
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov> [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov> [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]
[redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>

Subject: Deceased Record Discrepancy

Hello SAVE team –

We wanted to notify you that we learned of 3 records that received a SAVE Response of : Deceased (per SSA Record) that have since being removed notified the board of elections that they are alive. The Case numbers are: [redacted] (b)(7)(E)

[redacted] Please let us know if you can assist with a review, and we would be happy to join a call to learn more.

Thank you,
Kim

[redacted] **Chief Operating Officer and
Assistant Secretary of State**
<image001.png> Office of the Ohio Secretary of State
o [redacted] (b)(6)
c [redacted]
OhioSoS.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

Confidentiality Notice: This message is intended for use only by the individual or entity to whom or which it is addressed and may contain information that is privileged, confidential and/or otherwise exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately. Thank you.

(b)(6)

From: [redacted]
Subject: Duplication case not located to be able to close
To: SAVE-HELP
Sent: September 24, 2025 5:34 PM (UTC-05:00)
Hello,
I received this response which did not address my issue.

I am unable to locate the case to close- I need assistance with locating the case giving the duplication error.

Response does not resolve concern- please advise further - thank you

From: CS - Save Help Queue [redacted]@uscis.dhs.gov>
Sent: Wednesday, September 24, 2025 3:34 PM (b)(6)
To: [redacted]@nebraska.gov>
Subject: RE: SAVE duplications case not found

Good afternoon, [redacted]

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Please follow the steps described in the link in our SAVE User Reference Guide which is the same image you have attached.

<https://www.uscis.gov/save/current-user-agencies/guidance/save-user-reference-guide/8-case-creation/83-duplicate-case-blocking>

You are listed as a SAVE Super User and are able to close this case.

To close a SAVE (Systematic Alien Verification for Entitlements) case, follow these general steps:

1. **Log into the SAVE System:** Access the SAVE system using your credentials.
2. **Locate the Case:** Use the case number or other identifying information to find the specific case you want to close.
3. **Review Case Information:** Ensure all necessary information has been reviewed and verified. Confirm that the case has been resolved or that no further action is required.
4. **Take Appropriate Action:**
 - o If the case is resolved, select the option to close the case.
 - o If additional documentation or verification is required, ensure those steps are completed before closing.
5. **Document Actions:** Add any notes or comments to the case file to explain why it is being closed, if applicable.
6. **Submit and Confirm:** Follow the system prompts to finalize the closure. Confirm that the case status is updated to "Closed."

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [redacted] (b)(6)
- Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----

From: [REDACTED]@nebraska.gov

Sent: 9/24/2025 4:26 PM

To: [REDACTED]@uscis.dhs.gov (b)(6)

Subject: SAVE duplications case not found

Hello,

We are receiving a duplicate case error and I am unable to locate the open account causing the duplication error.

client name [REDACTED] - we are unable to locate by name or case number (b)(6)

Can we get assistance in locating this so it can be closed?

[cid:7274b521-130b-4742-942b-3bb6e88f2ad1]

[cid:3231fa8b-8c4c-41dd-8aee-4a0ba0072a55]

thank you

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR TYPE:

SEARCH_ERROR, STATUSTEXT: Error fetching search

thread::_uVyRxwZc2-qwSp04CDdwWw::

From: [redacted] [SOS] (b)(6)
Subject: RE: SAVE Information
To: SAVE-HELP
Cc: [redacted] [SOS]
Sent: September 24, 2025 1:27 PM (UTC-05:00)

You don't often get email from [redacted]@ks.gov. [Learn why this is important](#)

Thank you for the response.

We have already read through the guide for responses. The guide explains that a data entry error might be to blame, but we're looking for more details on what exactly counts as a data entry error, such as whether the names have to perfectly match with the record on file with the SSA. For the vast majority of our records, the date of birth and SSN will be correct, so the names are the issues in question.

Is there any additional information on how strictly the submitted records must match the records on file with the SSA? Does it have to be exact or are slight variations accounted for? Is there any way to see where our submissions are being stopped?

Thanks you,

[redacted] Elections Administrative Specialist
Kansas Secretary of State [redacted] (b)(6)
Docking State Office Building | 915 SW Harrison St. | Topeka, KS 66612

From: CS - Save Help Queue <[redacted]@uscis.dhs.gov>
Sent: Wednesday, September 24, 2025 12:44 PM
To: [redacted] [SOS] [redacted]@ks.gov> (b)(6)
Cc: [redacted] [SOS] [redacted]@ks.gov>
Subject: SAVE Information

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

[Updated Guide to Understanding SAVE Verification Responses](#)

The updated Guide to Understanding SAVE Verification Responses is available within SAVE at SAVE> Help> Resources.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [redacted] (b)(6)
- Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----
From: [REDACTED] [SOS] [REDACTED]@ks.gov
Sent: 9/24/2025 11:12 AM
To: [REDACTED]@uscis.dhs.gov (b)(6)
Cc: [REDACTED]@ks.gov
Subject: Clarification on SAVE Match Criteria

Hello,

(b)(6)

My name is [REDACTED] and I'm with the Kansas Secretary of State's office. We just recently received access to the SAVE system, and have submitted a few bulk uploads, though we have some questions regarding the criteria used to determine matches. Specifically, this is regarding records returned with the response "No Record Found with SSA - Resubmit with Additional Information."

There are many records that we expected to have different response codes, but they instead resulted in no record being found; we don't have access to any other records besides the last four of SSN.

Here are our questions:

- * What are the criteria for a submitted record to be successfully matched to a record on file? For example, if the first name, DOB, and SSN match, but the last name doesn't, would this record be deemed to have "no record found" or something else?
- * If a record has a hyphenated last name on one side of the transaction, but not the other, will the system recognize this difference as the same person?
- * Does the SAVE system have a capability of recognizing nickname variations, such as Matt for Matthew, or Peggy for Margaret. If not, what would responses for these records be?
- * Lastly, is there a sort of potential match file to see where our submitted records are misaligning?

Again, we are trying to find a way to understand and lower the number of "No Record Found" responses—any help is greatly appreciated.

Thank you.

[REDACTED] | Elections Administrative Specialist
Kansas Secretary of State | [REDACTED] (b)(6)

Docking State Office Building | 915 SW Harrison St. | Topeka, KS 66612



thread::6vicCDpveOqc05vf5phkImw::