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Assistance Available in the United States Pursuant to International Conventions on the Service of Documents and Collection of Evidence

Service of Documents

The U.S. Department of Justice’s Office of International Judicial Assistance (“OIIA”) serves as the Central Authority pursuant to the Hague Convention on the Service Abroad of Judicial and Extrajudicial Documents in Civil or Commercial Matters (“Hague Service Convention”). OIIA also serves as the Central Authority pursuant to the Additional Protocol to the Inter-American Convention on Letters Rogatory (“Inter-American Convention”), to which the United States is a signatory for purposes of legal service of documents. In addition, OIIA handles service requests received from non-Convention States through diplomatic channels. Requests for service of process on the U.S. Government, its departments, agencies, or instrumentalities should be sent directly to OIIA. Service of judicial and extrajudicial documents directed at private individuals or companies located in the United States are executed through a private contractor. Accordingly, these service requests and service-related inquiries should be sent directly to OIIA’s contractor, ABC Legal (formerly known as PFI), at 633 Yesler Way, Seattle, WA 98104 USA. For service requests pursuant to the Hague Service Convention or letters rogatory through diplomatic channels, the documents need to be accompanied by a \$95 USD processing fee, payable to ABC Legal Services. There is no fee for service requests pursuant to the Inter-American Convention or requests for service of process on the U.S. Government. Additional information is available here: <https://www.abclegal.com/international-service-of-process> and <https://www.hcch.net/en/states/authorities/details3/?aid=279>. Please also see our website for guidance: <https://www.justice.gov/civil/service-requests>.

In order to obtain a status update on a pending service request sent to ABC Legal, please contact internationalinfo@abclegal.com or (001) 206-521-9000.

The United States has no objection to the informal delivery of such documents through the mail or by private persons – if effective under applicable law – provided no compulsion is used. In such cases, there is no requirement that service requests be sent to ABC Legal for execution.

Collection of Evidence

The United States will execute Letters of Request sent pursuant to the Hague Convention on the Taking of Evidence Abroad in Civil or Commercial Matters (“Hague Evidence Convention”) or letters rogatory received through diplomatic channels that seek specific

testimony or documents from properly identified witnesses.¹ We execute requests that seek performance of a judicial act that courts in the United States can perform under U.S. law. The scope of permissible judicial acts is generally defined by the U.S. Federal Rules of Civil Procedure.² The following information provides an overview of international judicial assistance for civil and commercial matters in the United States with respect to several commonly-requested types of evidence.

For members of the Hague Evidence Convention, Letters of Request may be sent directly to our office at the following address:

U.S. Department of Justice
Civil Division
Office of International Judicial Assistance
Benjamin Franklin Station
P.O. Box 14360
Washington, D.C. 20044
United States of America

Letters of Request may also be submitted electronically to the U.S. Central Authority at OIJA@usdoj.gov.

Requests made via letters rogatory are transmitted through diplomatic channels to our office. Letters rogatory transmitted to the U.S. Department of State should preferably include a cover letter that states the evidence request is for use in a civil or commercial matter and asks that the U.S. Department of State transmit the letters rogatory to OIJA for execution. Letters rogatory should be sent to the following address:

Judicial Assistance Officer
U.S. Department of State
Office of Legal Affairs (CA/OCS/L)
SA-17, 10th Floor
2201 C Street, NW
Washington, DC 20522-1710

I. General Requirements for International Judicial Assistance Requests

Generally, a request must include the names of the parties in the foreign proceeding and a sufficiently detailed description of the nature of the underlying proceeding. The request must provide the address to which any correspondence or evidence obtained should be sent, usually either the Central Authority or the Requesting Authority. If the request does not provide an

¹ Please note the United States is only a party to Inter-American Convention on Letters Rogatory and Additional Protocol (“Inter-American Convention”) for purposes of service of process, not evidence gathering. Therefore, requests for evidence made pursuant to the Inter-American Convention will be returned unexecuted. The request would then have to be resubmitted through diplomatic channels or pursuant to the Hague Evidence Convention, if the Requesting Authority is a party to that Convention.

² Available for download at <http://www.uscourts.gov/uscourts/rules/civil-procedure.pdf>.

address, execution may be delayed or evidence may not be successfully returned. If documentary evidence is sought, the request must include a description of the documents sufficient to allow the competent authority executing the request to identify them. If the request seeks witness testimony, the request must include the name and contact information of the witness and a list of specific questions to be posed, as well as any instructions that the Requesting Authority may have regarding the manner of questioning, *i.e.*, whether sworn or unsworn, and whether any privileges are applicable. All of this information must be provided in English. Unless a deposition is specifically requested, the method of obtaining witness testimony is through written answers to the interrogatories. If the Court requires a deposition,³ the request must: (1) clearly state that an official transcript of the testimony is needed; (2) provide assurances that the cost of the court reporter will be paid; and (3) provide contact information (preferably email) for the party responsible for paying the court reporter (*see* Section II.b). If a request for a deposition does not provide all of this information, the testimony will be obtained through written answers.

To ensure efficient and prompt processing, we encourage Requesting Authorities to provide their contact information, preferably an email address, to which clarification inquiries can be sent. This contact information may also be used to seek assurances for cost reimbursement and facilitate payment when necessary (*see* Section II.b). We also encourage Requesting Authorities to use the Model Letter of Request provided by the Hague Conference on Private International Law as a guideline to ensure the request includes all necessary information.⁴ Please see our website for additional information: <https://www.justice.gov/civil/evidence-requests>.

II. Procedural Considerations

a. *Time for Execution*

While we try to act expeditiously when executing requests for evidence, at times execution is delayed due to circumstances beyond our control. Generally, requests for evidence will be executed within three (3) to six (6) months. However, if the witness is either unwilling or unable to provide the evidence voluntarily, the evidence must then be compelled pursuant to 28 U.S.C. § 1782, which is typically a lengthier process.

If the request specifies the date by which the Requesting Authority requires receipt of the response, we will take that date under consideration. However, in many cases we may be unable to meet the required deadline. Our usual practice at that juncture is to proceed with execution and to send an acknowledgment letter to the Requesting Authority explaining why we will be unable to meet the required deadline. If at any point the evidence is no longer needed, please let us know by emailing OIIA@usdoj.gov.

³ Depositions in the United States require a court reporter who produces a transcript of the testimony. Use of a court reporter for depositions incurs costs, approximately \$200-\$250 USD per witness, which will need to be reimbursed.

⁴ Available at <https://assets.hcch.net/docs/e7b6b267-49e9-4e02-b814-c0780e5b65e3.pdf> (please note that this form also provides helpful guidelines to Requesting Authorities submitting requests via diplomatic channels, as the requirements for requests sent pursuant to either method are similar).

b. *Expenses and Fees*

Generally, the United States is able to execute requests without reimbursement. However, the United States may seek reimbursement for any third-party costs associated with obtaining the requested evidence. Most commonly, this involves service of process fees, court reporter fees for a deposition, or laboratory fees for collection of a DNA sample. Where permissible and possible, our office will provide information on where to make the payment, so the foreign court or parties to the litigation can make the payment directly. We will endeavor to notify the foreign court of any expenses we anticipate will need to be paid ahead of time. If reimbursement is sought, payment to the U.S. Attorney's Office should preferably be provided by check. However, whenever possible, we will also provide information on how to reimburse the U.S. Attorney's Office by wire transfer.

III. Requests that the United States is Unable to Execute

a. *Investigations*

In the United States, courts are unable to conduct factual investigations or hire private investigators. In addition, the United States does not maintain a central registry of its residents. Therefore, we are unable to execute requests seeking to obtain an individual's address or employer, assets and holdings, marital status, social and economic status, or other inheritance-related inquiries requiring investigation. We are also unable to execute requests that seek an investigation of the health and welfare of minors located in the United States. Requesting Authorities and parties to the litigation are free to independently hire investigators to obtain the desired information. Alternatively, the foreign country's embassy and consulate personnel may conduct "welfare and whereabouts" visits, and under certain circumstances, state child welfare offices may provide assistance if directly contacted by the Requesting Authority or litigants. OIJA plays no role in such visits.

There are also several internet search engines that enable parties to locate an address of an individual or identify companies that perform "skip tracing," a phrase used to describe the process of locating individuals whose addresses are unknown. Once an address is identified, the parties are free to contact the individual to ascertain whether he or she will voluntarily provide the necessary evidence, or the Requesting Authority may issue a request for international judicial assistance, which must include the witness's contact information and a list of questions to be posed to the witness. Requests may also be submitted to confirm whether an address is still valid, but only if sufficient identifying information is also provided about the individual and his or her last known address.

For social or economic investigations, one alternative is for the Requesting Authority to issue a request, identifying a witness with knowledge of the person's social or economic situation and providing a list of questions to be posed to that witness. For example, if the individual is, or has been, employed in the United States and the Requesting Authority can identify the employer(s), testimony and documentary evidence regarding the individual's income can be solicited. Additionally, if the Requesting Authority identifies real property owned by the individual, we may be able to obtain property records. We may also be able to obtain information regarding specific bank accounts (*see* Section IV.g).

b. *Legal or Advisory Opinions*

Requests for legal opinions are outside the scope of judicial assistance OIJA can provide. U.S. courts cannot issue advisory opinions on legal issues. *See also* Report on the Work of the Special Commission of May 1985 on the Operation of the Convention of 18 March 1970 on the Taking of Evidence Abroad in Civil or Commercial Matters, Part I, § 1(D). Therefore, requests seeking interpretations of law or legal opinions cannot be executed. In order to obtain an opinion on the law, the parties may retain a private attorney licensed in the relevant U.S. jurisdiction to conduct legal research.

c. *Enforcement of a Judgment or Court Order*

Requests for enforcement of a judgment or court order are outside the scope of judicial assistance OIJA can provide. Additionally, we are unable to execute requests that ask for seizure of assets, garnishment of wages, transfer of property, or any other affirmative action. To enforce a foreign judgment or court order, seize assets, transfer property, or otherwise take any affirmative legal action in the United States, the parties should retain a private attorney who must file a civil action with the U.S. court that has jurisdiction over the person or property in question.

d. *Income Tax Information*

In the case of requests seeking income tax information from the U.S. Internal Revenue Service (“IRS”), the taxpayer or person authorized to request the tax records (in the case of a deceased taxpayer or business entity) can provide the requisite consent by filling out one of several IRS forms depending on the information requested. The IRS is only able to provide copies of records and cannot investigate or conduct research into a taxpayer’s tax history. Form 4506 (tax returns) and Form 4506T (tax transcripts) should be used to provide the required consent (forms and instructions available online at <https://www.irs.gov/uac/form-8821-tax-information-authorization>). The signed form must be received by the IRS within 120 days of the date of signature. Additionally, there is a \$50 fee for each tax return requested, and payment must be made by check or money order. Please note there is no fee for obtaining tax transcripts. The individual who is authorized to provide consent should complete the form and designate the foreign court as the party to receive the records. If the IRS can provide any records, they will forward them directly to the foreign court. Our office is not involved in requests for records from the IRS. For more detailed guidance on how to request records from the IRS, please contact OIJA.

e. *Voluntary Testimony via Videoconference*

The United States occasionally receives requests for a deposition of an individual in the United States to be taken via videoconference and conducted by a judge or an attorney from a foreign country.

OIJA is unable to execute this type of request as it does not ask the United States to directly obtain the evidence on behalf of the foreign court. OIJA will only execute requests that ask the United States, as the requested state, to obtain the evidence directly from the witness. Thus, OIJA cannot execute a request that asks us to set up a videoconference so that the foreign court or

foreign attorney, rather than an attorney from the U.S. Department of Justice, can directly ask the questions. However, such a videoconference deposition is proper and does not violate U.S. law, so long as it is voluntary. If that is the case, the deposition may be arranged for privately.

If the witness, however, is unwilling to appear voluntarily in such a videoconference deposition, the foreign court is welcome to submit a request to our office. In such a case, the foreign court would provide OIJA with the name and address of the witness and the specific questions that are to be asked of the witness. A Department of Justice Attorney would compel the witness to appear for a deposition by issuing a subpoena. Upon the request of the foreign court, interested lawyers for the parties or a foreign judge may be present at the deposition. At the deposition, the Department of Justice Attorney would ask the witness the questions that were provided in the request. Anyone present from the Requesting Authority at the deposition would only be permitted to ask follow up questions that clarify those submitted in the request. The transcript of the deposition would be returned to the foreign court by OIJA. For more information, please visit the U.S. Central Authority's Video-Link Profile: <https://assets.hcch.net/docs/b4f23c79-dc6f-41c8-a7f7-23906749750a.pdf>.

IV. Limitations on Certain Types of Requests

a. *Obtaining Court Orders, Corporate Information, and Other Publicly Available Information*

Publicly available information, such as copies of court orders, laws, and company registration information, is considered by the United States to be beyond the scope of assistance that can be provided by our office, as it is not within the function of the U.S. judiciary to provide such documents.

The Requesting Authority or the parties to the litigation may obtain copies of court documents by identifying the relevant court and visiting that court's website. Using an internet search engine, the Requesting Authority or the parties can identify the relevant court's website by searching for the court by name. In addition, Public Access to Court Electronic Records ("PACER") is an electronic public access service that allows users to obtain case and docket information online from federal appellate, district, and bankruptcy courts. PACER is available at www.pacer.gov. Note that some websites may require creating an account and/or payment to obtain documents. Most U.S. courts can directly provide certified court records for a fee that will need to be paid to the court by the Requesting Authority or parties to the litigation.

Company registration information can be obtained from the Secretary of State based on the state where the company is incorporated. For example, to obtain information about a company incorporated in California, visit the California Secretary of State's website: <http://www.sos.ca.gov/>. Please note certain states require payment for access to company information that will need to be paid by the Requesting Authority or parties to the litigation.

b. *Vital Records*

Vital records such as birth certificates, death certificates, marriage certificates, and divorce decrees⁵ may be obtained from the local government of the state in which the relevant act occurred. The National Center for Health Statistics (<https://www.cdc.gov/nchs/w2w/index.htm>) provides links for information pertaining to each state's vital records. Certain individuals, as determined by the state depending on the type of record, can order copies of vital records directly from the state or through VitalChek (<https://www.vitalchek.com/>). If the Court or the litigants to the foreign proceeding are unable to obtain a vital record directly, our office may be able to produce the record by obtaining a court order pursuant to 28 U.S.C. § 1782. A request for vital records must provide the state that maintains the record and all information required by that state to release the record.

c. *Authorization to Obtain Social Security Records and Medical Records*

Under U.S. law, an individual's social security benefits and medical records are confidential and cannot be released without the signed authorization of the individual, his or her legal guardian, or legal representative.

i. *Social Security Records*

Social security records, maintained by the U.S. Social Security Administration ("SSA"), are confidential and cannot be released without the signed consent of the individual. A request for social security records must include the name, social security number ("SSN"), and birthdate of the person whose records are sought. If the SSN is not available, then the person's place of birth, mother's maiden name, or father's name must be provided in addition to the person's name and birthdate. The request must also provide background information that explains why the records are needed. The information and records sought must be clearly identified and described or the request will not be processed. Lastly, the consent form must include a clear and legible signature. *See* <https://secure.ssa.gov/apps10/poms.nsf/lnx/0203305003>.

When non-tax information, such as pension payments, social security benefits, etc., is sought, the individual should complete Form SSA-3288 to provide the required consent, available at <http://www.ssa.gov/online/ssa-3288.pdf>. This form must be filled out in its entirety and signed by the individual. The signed consent form must be received by SSA within one year of the date of the consenting individual's signature. Subject to a few exceptions, if the request seeks non-tax information regarding a deceased subject, those records can be released without consent when the request includes an acceptable proof of death. *See* <https://secure.ssa.gov/apps10/poms.nsf/lnx/0203315010>. For tax-related information, including earnings and employment information, Form SSA-7050-F4 must be used for an authorized individual to provide consent, available at <https://www.ssa.gov/forms/ssa-7050.pdf>. The consent form must be received by SSA within 120 days of the date of the consenting individual's signature. For more detailed information on how to properly request records from SSA, please contact OIJA.

⁵ Please note that divorce judgments, outlining the terms of the divorce, are not publically available documents and can only be obtained by a party to the proceeding or through a court order. However, it is possible for foreign courts or parties to the foreign litigation to obtain proof of the divorce in the form of a certificate or decree in certain jurisdictions.

ii. Medical Records

Health care providers cannot disclose medical records unless authorization has been given by either the patient or a legal representative of that patient. The patient or legal representative must provide a release of medical information form containing: (1) the name or identification of the person(s)/class of persons authorized to make the request; (2) the name or identification of other person(s)/class of persons to whom the health care entity may disclose protected health information; (3) a description of the information to be used/disclosed that specifically identifies the information; (4) a description of each purpose of the requested use/disclosure; (5) an expiration date or an expiration event that relates to the individual or the purpose of the use or disclosure; (6) a signature of the individual and date; (7) an acknowledgement that the patient or representative has been notified of his or her right to revoke authorization in writing; (8) a description of how the individual may revoke authorization and the exceptions to the right to revoke; (9) notice that treatment, payment, enrollment, or eligibility for benefits may not be conditioned on the patient signing the authorization form; and (10) notice that disclosure pursuant to authorization may be subject to re-disclosure and may no longer be protected by federal law. 45 C.F.R. § 164.508(a)(2) (2013). If an authorization form does not provide all the required information, OIJA cannot execute the request. Please contact OIJA@usdoj.gov, so OIJA can provide a sample Medical Authorization Model Form, sample Cover Letter, and Instruction Sheet.

d. *Border Crossing and Immigration Records*

In the United States, border crossing and immigration records are kept by different departments and agencies within the U.S. government. Therefore, the type of record sought will determine which department and agency handles the request.

U.S. Customs and Border Protection (“CBP”) maintains certain records regarding entrances into and exits from the United States by any individual. In order to obtain these records, the request must include identifying information regarding the individual so that his or her records can be located. The request should include the individual’s full name and birthdate, as well as passport number, if available. For more detailed guidance on how to request records from CBP, please contact OIJA.

U.S. Citizenship and Immigration Services (“USCIS”) maintains records of an individual’s immigration and citizenship status. In order to obtain these records, the request must include identifying information regarding the individual so that his or her records can be located. The request should include the individual’s name, birthdate, and place of birth. If available, please also provide any aliases, the individual’s A-File number (U.S. immigration number), and SSN. In some situations, USCIS will be unable to locate the records (due to their age or lack of identifying information) or the individual will be protected by a confidentiality provision, and the records will therefore be unavailable.

Requests for visa and U.S. passport information are directed to the U.S. Department of State, but release of these records will be made on a case-by-case basis. The Immigration and Nationality Act (“INA”) § 222(f), 8 U.S.C. § 1202(f), provides that visa records are confidential and that, subject to limited exceptions, the information in visa records “shall be used only for the

formulation, amendment, administration, or enforcement of the immigration, nationality and other laws of the United States.” Section 222(f)(1) gives the Secretary of State discretion to disclose certified copies of records, which may be made available to a foreign court that “certifies that the information contained in such records is needed by the court in the interest of the ends of justice in a case pending before the court.” For the U.S. Department of State to make the determination whether the evidence should be provided “in the interest of the ends of justice,” the request must clearly articulate the reasons for which the information is sought and provide background information on the case that indicates how this evidence will assist in the determination of the case.

e. *Import and Export Data*

U.S. Customs and Border Protection (“CBP”) also maintains records on imports into and exports from the United States, including seizure information. Requests for import information should include sufficient information to identify the shipments in question or specifically describe the types of information being requested and a date range for a search. CBP is limited by statute regarding the circumstances under which it may provide export data and is specifically prohibited by law from providing export information for commercial enforcement purposes. For more detailed guidance on how to request import and export data, please contact OIJA.

f. *Electronic Communications*

A request may be made to obtain electronic communications, such as e-mails, from an internet service provider (Google, Yahoo, Facebook, etc.). However, internet service providers are not required to disclose the content of communications in the context of civil international judicial assistance requests. *See* Stored Communications Act (SCA), codified as 18 U.S.C. §§ 2701-2711. Likely, all that will be obtainable pursuant to a Letter of Request are customer user and registration records, which may include the customer’s name, address, local and long distance telephone connection records, or records of session times and durations, length of service (including start date), and types of service utilized; telephone or instrument number or other subscriber number or identity, including any temporarily assigned network address; and means and source of payment for such service (including any credit card or bank account number). These requests always require a court order, which the U.S. Central Authority, through a U.S. Attorney’s Office, will obtain pursuant to 28 U.S.C. § 1782(a). In order for these requests to be executed, the request must include a copy of the foreign court order, with an English translation, explaining the specific evidence being requested and its relevancy to the foreign proceeding.

Please note the First Amendment of the U.S. Constitution protects the right to free speech on the internet, including an author’s right to remain anonymous. While this right is not unlimited, the level of protection afforded to a speaker depends on the circumstances and the type of speech at issue. Political speech is afforded the highest level of protection, while commercial speech is afforded a limited measure of protection. Additionally, U.S. courts have been clear in holding that internet service providers can assert First Amendment rights on behalf of their users. Where a request implicates First Amendment protections, before deciding whether to issue the court order, U.S. courts determine the nature of the speech involved and the type of analysis appropriate to use in balancing the parties’ rights. Regardless of the type of analysis chosen, U.S. courts must be provided with sufficient information regarding the underlying cause of action and

proceedings, as well as the relevancy of the evidence requested, in order to determine whether to issue a court order compelling the evidence. If OIJA is not provided sufficient information for this type of analysis, the request will be returned unexecuted.

g. Bank Records

To obtain bank records, the request must include information regarding specific bank accounts. The request should include the full name of the account holder, the name of the bank in which the account is held, the account number, and preferably other personal identifying information, such as the social security number, address of the individual, birthdate, etc. Requests that only provide the name of an individual and the name of the bank cannot be executed; additional identifying information about the individual is required. These requests usually require a court order, which the U.S. Central Authority itself, or through a U.S. Attorney's Office will obtain pursuant to 28 U.S.C. § 1782(a). In addition, every major financial institution has a national subpoena processing office. While a request should identify a particular bank branch or location, these requests will always be referred to the appropriate nationally-designated office. Please note, per U.S. federal law, financial institutions only keep customer and company records for up to 7 years, or at most 10 years.

If the request is seeking evidence from any of the affiliates of J.P. Morgan Chase Bank N.A. (including Chase Bank N.A., Chase Bank USA, etc.), please include "J.P. Morgan Chase Bank N.A." as a witness in the request. For records from Bank of America, the request must include the time period for which records are being requested. Lastly, Bank of New York is no longer a legal entity; therefore, please name "The Bank of New York Mellon Corporation" or "The Bank of New York Mellon" as the witness. If we receive requests for these institutions that do not follow these guidelines, we will have to return them unexecuted.

h. DNA Samples

In the United States, requests for DNA samples must include the names of the mother, child, and putative father along with his current address. If possible, the birthdate or social security number of the putative father should also be provided. The request must also provide sufficient facts to show there is a basis to believe the witness could be the father of the child in question. If we are not provided sufficient background information to clearly identify the putative father and his potential connection to the child, we will be unable to execute the request. Additionally, the foreign medical laboratory tasked with analyzing the DNA sample must supply the materials to be used for obtaining the sample (such as a buccal swab kit), provide instructions for obtaining the DNA sample, and indicate what identification documents should be provided by the individual at the time of taking the sample (photo, fingerprints, copy of passport). The request must also include an address where the sample should be returned that is not a P.O. Box. Please note that there may be costs associated with obtaining a DNA sample if a private laboratory is used that will need to be reimbursed to the payee (*see* Section II.b).

i. *Experts*

We are unable to execute requests for the appointment of an unspecified expert to conduct an investigation or an audit and prepare a report. However, under very limited circumstances, where the Requesting Authority identifies a specific expert to perform a clearly-defined act and has pre-arranged for the direct payment for the expert's services, we can contact that expert and execute the request. The request must also provide a point of contact for the entity of interest and assurances that the entity will allow the expert access to its records. If the request requires the expert to review and analyze documents from an entity that will not allow the expert access to its premises or will not otherwise provide the documents voluntarily, a separate request must be submitted to obtain clearly identified records, which OIJA will do by obtaining a court order and issuing a subpoena. Once the documents are received, the documents will be forwarded by OIJA to the expert for his or her examination. This type of request is uncommon and to date has been limited to accounting experts reviewing a clearly-identified body of company records.

V. Obtaining Evidence through U.S. Courts Directly

Under U.S. law, any "interested party" can file an application pursuant to 28 U.S.C. § 1782(a) with a U.S. District Court and ask the Court to compel production of evidence in the United States in support of foreign litigation. *See* 28 U.S.C. § 1782(a). OIJA would not be involved in such a proceeding initiated by private parties.

VI. Contact Information

Please note that while all court documents need to be translated into English, we can communicate in Spanish by phone or email. Should you have any additional inquiries, please feel free to contact us at OIJA@usdoj.gov or by telephone at +1-202-514-6700.