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**Sent:** Thursday, March 29, 2007 4:14 PM  
**To:** OSComments  
**Subject:** Fee increases

Agency name -U.S. Citizenship and Immigration Services  
Docket number - USCIS-2006-0044

To whom it may concern:

My wife and I have reviewed the proposed increase in fees for the USCIS involving international adoption. I can say that from a financial standpoint this will only be a further burden to families trying to give a child a home.

Also, I don't mind increased costs if there was a guarantee of improved service, but I am not expecting this. We can honestly say that the USCIS was directly responsible for delaying our adoption paperwork for months. From talking with many other families, this is a very common trend. A simple phone call from your office to solve a straightforward issue would have saved us significant heartache and stress. Trying to call USCIS is nearly worthless also, transfer upon transfer with each person trying to find a way to pawn us off on someone else.

Lastly, we receive this somewhat threatening letter about our fingerprinting telling us exactly when and where to be within less than a week's notice. The document goes on about how we can't bring electronic devices and have to arrive at the specified time or our documents would be considered abandoned. We completely changed our schedule, arrived on time to wait an hour and half with a room full of people playing on their cell phones and ipods.

So, now the USCIS is asking for more money? I am offended and insulted by such inefficiency and lack of caring by my own's government agency. Unless the USCIS can absolutely guarantee in writing that wait times will be improved and U.S. citizens will actually be treated like citizens, then I see no need to pay more money for their poor services.

Yours truly,

Casey and Jenifer Fowler