



Transportation
Security
Administration

Dear Traveler:

This letter is in response to your inquiry to the Office of the Ombudsman regarding check-in delays at airports. For a number of years prior to the terrorist attacks of September 11, 2001, the Federal Government had issued directives prohibiting individuals, who posed, or were suspected of posing, a threat to civil aviation from transport by the airlines. Following the September 11 attacks, the Transportation Security Administration (TSA) assumed responsibility for what has become known as the No Fly List. The Federal Government also maintains a Selectee List of individuals who must undergo additional screening before being permitted to fly. Collectively, these lists are referred to as Watch Lists.

TSA compiles the Watch Lists based on recommendations and information received from Federal agencies, including intelligence and law enforcement agencies. TSA requires the airlines to verify each passenger's name against the Watch Lists prior to clearing that person for travel.

TSA recognizes that implementation of the Watch Lists has occasionally led to frustrating delays at airports for individuals inadvertently impacted by the clearance procedures. You may experience delays if your name is the same as, or similar to, the name of a person on the Watch Lists. We regret this inconvenience and have developed a clearance protocol that should provide a more efficient process for you during flight check-in.

In an effort to assist us in assessing your situation, we ask that you complete the enclosed Passenger Identity Verification Form (PIVF). TSA will be unable to process your request without the information requested on the PIVF. We will notify you in writing of our determination and will contact the appropriate parties, including the airlines, in an effort to streamline your check-in.

Please understand that the TSA clearance process will not remove a name from the Watch Lists. Instead this process distinguishes passengers from persons who are in fact on the Watch Lists by placing their names and identifying information in a cleared portion of the Lists. This information is transmitted to the airlines. Airline personnel can then more quickly determine when implementing TSA-required identity verification procedures that these passengers are not the person of interest whose name is actually on the Watch Lists.

Clearance by TSA may not eliminate the need to go to the ticket counter in order to check-in. While TSA cannot ensure that this procedure will relieve all delays, we hope it will facilitate a more efficient check-in process for you. Additionally, TSA has issued guidance to the airlines to clarify further the Watch List clearance protocol.

Please forward the completed PIVF (with your original signature) along with the requested notarized/certified copies of records to the following address:

***Transportation Security Administration
TSA-901
601 South 12th Street
Arlington, VA 22202-4220***

TSA's clearance procedures apply only to persons affected by the Watch Lists. There are other reasons that a passenger may experience delays, such as random selection for additional screening, alarming at the security checkpoint, or as a result of increased security levels requiring additional screening. These types of delays may not happen every time and this process cannot grant relief from these occasional delays.

If you have any questions, please contact us toll-free at (866) 289-9673, locally at (571) 227-2900, or by E-mail at TSA-ContactCenter@dhs.gov.

TSA Contact Center

Enclosure

PASSENGER IDENTITY VERIFICATION FORM



Transportation
Security
Administration

I. PERSONAL INFORMATION

NAME: _____
 FIRST MIDDLE LAST

ADDRESS: _____
 STREET APT #

 CITY STATE ZIP CODE

SEX BIRTH PLACE DATE OF BIRTH SOCIAL SECURITY #

HEIGHT WEIGHT HAIR COLOR EYE COLOR

HOME TELEPHONE WORK TELEPHONE

II. DOCUMENTATION

You must provide certified or notarized copies for at least three of the following documents to process your request. **(Only birth certificates need to be certified, all of the other documents may be notarized):**

PASSPORT NUMBER COUNTRY

VISA NUMBER PLACE OF ISSUE

BIRTH CERTIFICATE NUMBER PLACE OF ISSUE

NATURALIZATION CERTIFICATE CERTIFICATE OF CITIZENSHIP

VOTER REGISTRATION CARD MILITARY DISCHARGE PAPER

DRIVER'S LICENSE NUMBER STATE OF ISSUE

GOVERNMENT IDENTITY CARD (CITY, STATE OR FEDERAL)

MILITARY IDENTITY CARD

The information I have provided on this application is true, complete, and correct to the best of my knowledge and is provided in good faith. I understand that knowingly and willfully making any materially false statement, or omission of a material fact, on this application can be punished by fine or imprisonment or both (see section 1001 of Title 18 United States Code).

Privacy Act Notice:

Authority: The authority for collecting this information is 49 U.S.C. 114.

Purpose: This voluntary submission is provided to afford you the ability to confirm your identity as distinct from an individual on a Federal Watch List. Your Social Security Number (SSN) will be used to verify your identity. Furnishing this information, including your SSN, is voluntary; however, the Transportation Security Administration may not be able to confirm your identity without this information.

Routine Uses: Routine uses of this information includes disclosure to appropriate governmental agencies for law enforcement or security purposes, or to airports or air carriers to verify your identity for purposes of security screening.

I understand the above information and am voluntarily submitting this information to the Transportation Security Administration.

(Signature) _____

(Date) _____