



Transportation
Security
Administration

Dear Traveler:

When checking in for air travel, some passengers have found that they are unable to obtain a boarding pass online, at curbside check-in or from an air carrier's electronic kiosk. When this occurs, they are referred to the airline ticket counter where they may experience a delay while the agent verifies their identity. If this situation applies to you, or if you are required to undergo additional checkpoint screening each time you fly, please contact the Transportation Security Administration (TSA) toll-free at **1-866-289-9673**. You may also send TSA an email at TSA-ContactCenter@dhs.gov or by clicking on the "Contact Us" button at www.tsa.gov.

As part of the security administered at airports, TSA prepares and maintains watch lists of persons who are known to pose, or are suspected of posing, a threat to civil aviation or national security. TSA recognizes that some people have been subjected to frustrating delays at airports as a result of being mistaken for an individual who, in fact, is on a watch list. We regret this inconvenience and have developed a procedure to expedite the check-in and screening process for individuals who repeatedly experience delays.

When you contact the TSA Contact Center (TCC), a representative will explain how this process works. The entire process may take up to 45 days to complete. To better assist you, we ask that you have the following information readily available for the TCC representative:

- Your full name
- Your date of birth
- Telephone number
- Mailing address and email address

TCC representatives are available to assist you Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).