



Transportation  
Security  
Administration

## TSA CUSTOMER COMMENT CARD

The Transportation Security Administration (TSA) pledges to ensure that your experience at the security checkpoint is expedient and customer-friendly. Please help us to meet these goals by telling us about your screening experience. Suggestions, compliments and complaints are welcomed and encouraged.

### **If you want to provide feedback at the airport:**

- Ask to speak with a TSA screening supervisor or manager, or
- Contact the TSA customer service representative at the airport, or
- **Complete the back of this card** and return it to a TSA supervisor or manager or place in drop-box.

### **You may also contact TSA by:**

- Calling the TSA Contact Center toll-free at 1-866-289-9673 (voice), 1-800-767-1833 (TTY/TTD), or
- Sending an e-mail message: [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov).
- Mailing this card: **(Insert Local Address HERE)**

It would be helpful to provide the following information: airport and terminal, date and time of your trip, airline and flight number, name and badge number of TSA employees you spoke with, and any other pertinent information.

[www.tsa.gov](http://www.tsa.gov)

(OVER)



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Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Airport: \_\_\_\_\_

Date/Time of Travel: \_\_\_\_\_ Airline & flight number: \_\_\_\_\_

Checkpoint/area of airport: \_\_\_\_\_ TSA Employee(if known): \_\_\_\_\_

COMPLIMENT/COMPLAINT(summarize): \_\_\_\_\_

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Passenger's Name: (optional, so we can follow-up with you) \_\_\_\_\_

(Optional) Phone number \_\_\_\_\_ e-mail: \_\_\_\_\_

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at [www.tsaclaims.org](http://www.tsaclaims.org) or through the TSA Contact Center at **1-866-289-9673**.

Collection of this information is made under 49 U.S.C.114(e) & (f). Providing this information is **voluntary**. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is **OMB 1652-0030, which expires 8/31/2008**. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to \_\_\_\_\_