



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), (800) 877-8339 (TTY/TTD), or
- Sending an e-mail message: 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

(OVER)



Transportation
Security
Administration

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): _____

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.tsa.gov 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 1/31/2012**. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to _____