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:
* **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](mailto:TSA-ContactCenter@dhs.gov).
* Mailing this card:
* 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)



###### 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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#### 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.tsa.gov](http://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 that 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 4/30/2014**. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/ 601 S. 12th Street, Arlington, VA 22202. **ATTN: PRA 1652-0030.**