TIF FORM TABLE OF CHANGES

1652-0044 DHS TRIP

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| --- | --- | --- | --- |
|  | Original Text | Changed Text | Reason for Changes |
| 1 | Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP)  Thank you for contacting the Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP). DHS TRIP is a single point of contact for U.S and non-U.S citizens who have inquiries or seek resolution regarding difficulties they experience during their travel while undergoing screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders.  If your concern relates solely to a belief that your personal information has been misused or that your civil rights have been violated, you may skip to Section II of this form.  An electronic application may be submitted at [www.dhs.gov/TRIP](http://www.dhs.gov/TRIP) and may be significantly faster.  **Submitting the DHS TRIP Application:**  An electronic application may be submitted at [www.dhs.gov/TRIP](http://www.dhs.gov/TRIP), and may be significantly faster.    1. On behalf of another person: DHS TRIP requires a DHS Form 590 Authorization to Release Information to Another Person designating a representative for the traveler. U.S. privacy laws prohibit any discussion about this case absent the traveler’s express written consent. To represent the traveler, please instruct the traveler to complete and return the DHS Form 590. The G-28 is not used by this program. To obtain a copy of this form please visit <http://www.dhs.gov/step-2-how-use-dhs-trip>. 2. Family Applying for Redress: DHS TRIP cannot accept family applications for any reason. Each person in a family that is seeking redress must submit a separate application along with a copy of a valid, unexpired travel document, e.g., passport. If the applicant is a minor (i.e., a child under age 18), a parent may apply on their behalf; however, the information provided in the application must be specific to the child seeking redress. Each redress requestor may also apply online by visiting: [www.dhs.gov/trip](http://www.dhs.gov/trip). A parent is not required to complete a DHS Form 590.   3. Required Documents: The traveler applying for redress must attest under penalty of perjury that the facts stated in the application for redress are true and correct.  The applicant must sign the document to continue with the application; it cannot be signed on behalf of someone unless the application is for a minor.  Please sign the appended document and include your Redress Control Number at the top of the form (if available).  In addition, our program requires the submission of at least one government issued photograph-bearing travel document.  In each document, DHS TRIP must be able to discern your facial features, and the information must be legible. It is strongly recommended that travelers submit a copy of a passport since it is required for international travel.  Please note that our program does not accept expired travel documents.  In the case of a child, we advise parents to submit a copy of the child’s birth certificate.  Do not send the original document.  Please note that the provision of the identity document is a program requirement that DHS TRIP cannot waive. If, the traveler only selects the Privacy box in Section II, no documents are required; however, if further review is needed, having documents will significantly accelerate the process. | Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP)  Thank you for contacting the Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP). DHS TRIP is a single point of contact for U.S and non-U.S citizens who have inquiries or seek resolution regarding difficulties they experience during their travel while undergoing screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. If you wish to apply, you must complete a Traveler Inquiry Form and provide certain required documentation. Your application can be e-mailed or mailed to DHS TRIP. E-mailed applications may be processed more quickly than mailed applications. Below are details regarding submitting a DHS TRIP application.  If your concern relates solely to a belief that your personal information has been misused or that your civil rights have been violated, you may skip to Section II of this form.  While you may apply via email or surface mail, submitting an electronic application at [www.dhs.gov/TRIP](file:///C:\Users\Christina.Walsh\Documents\PRA\1652-0044-DHS-TRIP\2015%20Renewal\ROCIS\www.dhs.gov\TRIP) may be significantly faster.  **Submitting the DHS TRIP Application**:  1. On Behalf of Another Person: DHS TRIP requires a DHS Form 590, Authorization to Release Information to Another Person, which permits DHS TRIP to communicate with and provide information to someone other than the traveler, including someone serving as a representative for the traveler. U.S. privacy laws prohibit any discussion about this case absent the traveler’s express written consent. To authorize DHS to release information about the traveler to a third party, the traveler must complete and return the DHS Form 590. The G-28 is not used by this program. To obtain a copy of this form please visit <http://www.dhs.gov/step-2-how-use-dhs-trip>  2. Family or Group Applying for Redress: DHS TRIP cannot accept family or group applications for any reason. Each individual that is seeking redress must submit a separate application along with a copy of a valid, unexpired travel document, e.g., passport. If the applicant is a minor (i.e., a child under age 18), a parent or guardian may apply on his/her behalf; however, the information provided in the application must be specific to the child seeking redress. Each redress requestor may also apply online by visiting [www.dhs.gov/TRIP](http://www.dhs.gov/TRIP). A parent/guardian is not required to complete a DHS Form 590.  3. Required Documents: The traveler applying for redress must attest under penalty of perjury that the facts stated in the application for redress are true and correct. The applicant must sign the document to continue with the application; it cannot be signed on behalf of someone unless the application is for a minor. In addition, our program requires the submission of at least one government issued photograph bearing travel document. In each document, DHS TRIP must be able to discern your facial features, and the information must be legible. It is strongly recommended that travelers submit a copy of a passport since it is required for international travel. Please note that our program does not accept expired travel documents. If the application is for a minor, parents or guardians may submit a copy of the minor’s birth certificate if no driver’s license or state-issued identification card is available. Do not send the original document. Please note that the provision of the identity document is a program requirement that DHS TRIP cannot waive.  4. Privacy Issue: If the traveler only selects the Privacy box in Section II, no documents are required; however, having documents will significantly accelerate the process if further review is needed.  5. Civil Rights and Civil Liberties Issue: If the traveler wishes to make a civil rights and civil liberties complaint, he/she may use the following link to learn more about the DHS Office for Civil Rights and Civil Liberties (CRCL) or use the CRCL Complaint Tool to file a complaint. <http://www.dhs.gov/xlibrary/assets/crcl-complaint-submission-form-english.pdf>. CRCL investigates allegations that DHS employees, programs or activities have violated a civil right or civil liberty, including, but not limited to: discrimination based on race, religion, national origin, gender or disability; abusive or coercive questioning; and unreasonable searches and seizures. | Additional information that provides the applicant with what TRIP is and critical information about the application process for TRIP. Edited instructions1- 3 and added instructions 4 and 5. |
| 2 | **Your Travel Experience**  Participation in the DHS Traveler Redress Inquiry Program is voluntary.  If you wish to apply, complete this Traveler Inquiry Form; provide your original signature and e-mail it with a copy of at least one unexpired photograph-bearing, government-issued travel document (e.g., driver’s license or unexpired passport) to: [DHSTRIP@dhs.gov](mailto:DHSTRIP@dhs.gov) or mail it to: DHS Traveler Redress Inquiry Program (DHS TRIP), TSA-901, 601 South 12th Street, Arlington, VA 20598-6901. Each person in a family or other traveling group seeking redress must submit a separate application.  **I was traveling with someone.** | **Your Travel Experience**  Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, complete this Traveler Inquiry Form; provide your original signature and e- mail it with a copy of at least one unexpired photograph-bearing government-issued travel document (e.g., driver’s license or unexpired passport) to:TRIP@dhs.gov or mail it to: DHS Traveler Redress Inquiry Program (DHS TRIP), TSA-901, 601 South 12th Street, Arlington, VA 20598-6901. Each person in a family or other traveling group seeking redress must submit a separate application. | Removed the option  **I was traveling with someone.** |
| 3 | Incidents Related to Flight | Incidents Related to Flight | Rearranged information to help clarify the travel screening incident that occurred. No change in language. |
| 4 | ***Please check ALL scenarios that describe your travel experience (required):***  I was subjected to additional screening by TSA Security Officers when going through an airport security checkpoint.  I was denied boarding.  I was detained by an official/agent during my travel experience.  I received an “SSSS” on my boarding pass.  I was unable to print a boarding pass at the airport kiosk or at home.  I was directed to the ticket counter.  The airline ticket agent stated that I am on a Federal Government Watch List.  The airline ticket agent took my identification and called someone before handing me a boarding pass.  Other (Please explain in Section III: Incident Details) | ***Please check ALL scenarios that describe your travel experience (required):***  I was subjected to additional pre-board screening by officials/agents when going through an airport security checkpoint.  I was denied boarding.  I was delayed by an official/agent during my travel experience.  I received an “SSSS” on my boarding pass.  I was unable to print a boarding pass/directed to ticket counter.  Other (Please explain in Section III: Incident Details).  **\***If you have multiple fights, please provide the information in Section III: Incident Details. | Checkboxes are divided based on aviation and border screening concerns. Streamlined options with clarifying language and deleting the following options:  I was directed to the ticket counter.  The airline ticket agent stated that I am on a Federal Government Watch List.  The airline ticket agent took my identification and called someone before handing me a boarding pass. |
| 5 | **INCIDENTS RELATED TO PORTS OF ENTRY, IMMIGRATION, CUSTOMS, OR BORDER PATROL:**  ***Please check ALL scenarios that describe your travel experience (required):***  I was referred for secondary screening when clearing U.S. Customs and Border Protection.  I was denied entry into the United States.  My Electronic System for Travel Authorization (ESTA) application was denied.  I am a foreign student or exchange visitor who is unable to travel due to my status.  I was told my fingerprints were incorrect or of poor quality.  I was given an information sheet by a CBP Officer.  Other (Please explain in Section III: Incident Details) | **INCIDENTS RELATED TO PORTS OF ENTRY, IMMIGRATION, CUSTOMS, OR BORDER PATROL:**  ***Please check ALL scenarios that describe your travel experience (required):***  I was referred for secondary screening when clearing U.S. Customs and Border Protection.  I was denied entry into the United States.  My Electronic System for Travel Authorization (ESTA) application was denied.  I am a foreign student or exchange visitor who is unable to travel due to my status.  I was given an information sheet by a CBP Officer.  Other (Please explain in Section III: Incident Details) | Removed option:  I was told my fingerprints were incorrect or of poor quality. |
| 6 | **I. Privacy & Civil Rights and Civil Liberties**  I believe my privacy has been violated because an official/agent exposed or inappropriately shared my personal information.  Please note that if this application only concerns a privacy issue, you only need to fill out your name and contact information in Sections IV and V.  If you feel your civil rights have been violated, please use the following link to learn more about the Office for Civil Rights and Civil Liberties (CRCL) or use the CRCL Complaint Tool to file a complaint. <http://www.dhs.gov/xlibrary/assets/crcl-complaint-submission-form-english.pdf>. CRCL investigates allegations that DHS employees, programs or activities have violated a civil right or civil liberty, including, but not limited to: discrimination based on race, religion, national origin, gender or disability; abusive or coercive questioning; and unreasonable searches and seizures. | **I. Incidents Related to Privacy:**  I believe my privacy has been violated because an official/agent exposed or inappropriately shared my personal information.  Please note that if this application only concerns a privacy issue, in Section IV you don’t need to fill out more than your name (no need to fill out Other Names Used, Date of Birth, Place of Birth, etc.). | Privacy Data on its own. Removed CRCL section |
| 7 | **IV. Personal Information (Required)** | **IV. Personal Information (Required)** | New personal data option added. Select: US Person Legal Permanent Resident or US citizen; Non-US Person |
| 8 | **VI. Attorney/Representative Information (Required if applicable)** To obtain a copy of the DHS Form 590 Authorization to Release Information to Another Person designating a representative for the traveler, please visit <http://www.dhs.gov/step-2-how-use-dhs-trip>. | **VI. Attorney/Representative Information (Required if applicable)** To obtain a copy of the DHS Form 590 Authorization to Release Information to Another Person, please visit <http://www.dhs.gov/step-2-how-use-dhs-trip>. | Removed language, “designating a representative for the traveler” |
| 9 | **VII. Identity Documentation**   |  |  |  | | --- | --- | --- | |  | **Global Entry** | Global Entry Number:  Date of Issuance: | | | | **VII. Identity Documentation**   |  |  |  | | --- | --- | --- | |  | **Global Entry** | Global Entry Number:  Date of Issuance:  Date of Expiration: | | | | Date of Expiration option added. |

Highlighted red - deleted in changed text

Highlighted yellow - new language added in changed text.