



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:
- **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)

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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):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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 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 \_\_\_\_\_.