

ID Date Added\_Date Only Contact Details

352 6/9/2014

The caller stated that he is upset because his bag was inspected and the locks were not put back on the back on the bag. The caller stated that there was a notice of inspection on the bag. The caller stated that the lock was a TSA recognized lock.

Advised: I apologized for the missing lock. I advised the caller that I would email him a claim form. I advised the caller that TSA recommends that he not place valuable items in checked baggage nor do we recommend that passengers lock their luggage as to facilitate screening. The caller was not satisfied with this answer. I advised the caller that the only other thing that I could do would be to escalate his complaint to the CSM.

Departure airport: Dulles

Departure Date and Time: 06 09 2014 8:50 AM but Delayed until 11:00AM

Airline: United

Flight #: 3657

baggage Tag #: (b)(6)

NOI: Present but not Stamped

Description of bag: Black Samsonite Roller Bag with a gray strap

Missing the TSA recognized lock from the bag Approx. Value \$15.00 USD

Email Address: (b)(6)

353 6/11/2014

I flew in from Zurich on flight UA53 into Washington DC Dulles Airport on Tuesday, May 27, 2014. I went through entry customs, then went and picked up my checked bag (large expedition style backpack) from the carousel, and proceeded through the final entry customs agent for inspection, and was told to place my bag back on the conveyor since I had a connecting flight to Denver.

Before putting it on the conveyor belt, I noticed a roll of plastic bags for bags and since I had a backpack, I grabbed and placed my pack inside one. I didn't tie it or anything, but I folded the end flap under my pack, and placed it on the conveyor belt. My pack was closed up tight and secured by all the straps when I last saw it in DC.

When I arrived in Denver, my bag came up onto the carousel and was open with articles falling out of it. The plastic bag I placed on it was missing.

Upon inspection, before putting my toiletries and underwear back into my pack, I was stunned that I also had a pair of shorts in there that were not mine.

So to sum up my experience, I will bullet the following unprofessionalism that I witnesses by a TSA agent or agents on duty that evening.

- o My backpack flap and draw string were open, and the contents of my pack were spilling out onto the conveyor at baggage claim in Denver. This is really embarrassing, having to pick up my personal articles and repack my back pack in front of 40 or more people.
  
- o I'm missing 2 shirts, and a pair of cargo pants.
  
- o Somewhere, someone else is wondering where their shorts are.
  
- o The plastic protector bag was missing.

The TSA Form that was in my bag told me that one of your agents searched my back pack. This isn't the first time I've discovered one of these forms in my back pack, but it is the first time it wasn't closed up properly and secured.

The form states that all articles were returned to my bag. This isn't the case.

I'm extremely disappointed in this particular officer who inspected my back pack, and the embarrassment I experienced at Baggage Claim. I wish there was a way to find out who the agent who searched my bag was.

If you need any information for a follow-up, don't hesitate to reply. I'm very interested in how this could happen, and what steps are being taken to address it within TSA. And if you happen to find my missing clothes, or someone that day is missing a pair of shorts, you know who to contact...me.

(b)(6)

Fort Collins, CO

354 6/12/2014

The caller was at IAD coming from England in route to Raleigh. She received a NOI. She had some items that were fragile that she had carefully wrapped and placed in shoes. When she opened her bag, her items were left out of the packaging and thrown about her luggage. She also stated that the shoes were thrown about in her luggage as well. She stated that nothing was destroyed but she was upset that her items were left out of the protective packaging and wraps. I apologized to the caller that her items were not properly repackaged. I advised the caller that I would forward her information to the CSM. I advised her that we did monitor the number and nature of complaints that were received at the contact center in order to track trends and spot areas of concern. I advised the caller that it would alert us to whether or not a particular screener or screening team were the subject of repeated complaints.

The caller stated that she flew into Dulles on United flight 101 but she stated when she gave her baggage tag number that it was United flight 1476. Her baggage tag number was (b)(6) She rechecked her bag at approximately 2:00PM on 6 11 14.

355 6/13/2014

Caller had an NOI in the baggage. She had a bottle of homemade blackberry jam and it was broken. She had wrapped it in her clothes and the jam all spilled out in the suitcase. She also had a painting spread out in a plastic bag and they folded it in two and now there is a crease running up the middle of it. She flew from Dushanbe Tajikistan to Istanbul and then connected in Washington Dulles.

Advised:

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller s email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at Dulles to notify them of what happened.

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it or complete it and scan it and send to the email address on the form.

Airport where the incident occurred: Dulles

Airline: US Airways

Flight numbers: 4677

Date and time of incident: June 12 2014, 730 pm

Baggage tag numbers: (b)(6)

Description of baggage: large, black suitcase, fabric, Travelpro brand, wheels and a handle

Was there an NOI? Yes

Anything on the NOI? Yes, C3 B 6-13 429

What terminal or gate? Gate B67

Individual s contact information email

(b)(6)

356 6/14/2014

Caller is wanting to complain about an incident that just happened at IAD. Caller stated that she was wearing a money belt and went through the AIT and the officer then was doing a patdown and found she was wearing it. Caller stated that the female officer (b)(6) told her that it had to be sent through xray and removed it. Officer (b)(6) then took it out of the callers sight and was supposed to be screening the item. Caller stated 10 minutes later she asked where it was and no one could find it. When the item was located it was returned to her by another officer and appeared to her that it had never even made it to the xray machine. Caller was told by a supervisor that the TSO did not follow protocol and she is wanting to report it. Caller was concerned due to the amount of money and personal identification items that was in the money belt. Everything was returned and nothing is missing.

Advised caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Airport: IAD

Airline: United Airline

Flight number: 4244

Departing time: 5:20 pm

Date and time of incident: 2:25

Gate or terminal of incident: United terminal far left lane.

357 6/15/2014

Caller needs to know how a lock that is not his own was placed on his checked bag. He states it has TSA 002 stamped on bottom. He wants to know the combination for the lock. He states it has a spot for a key or combination. He wants to know why the lock was placed on his bag. He wants to apply for reimbursement since it will cost money to buy a tool to get the lock off. He wants the manager at the airport made aware of the situation. He states there is the general notice in his bag saying you all had to open it. Nothing was written or stamped on it.

Informed caller:

TSA is required by law to screen all property being transported on aircraft, including checked baggage. It is sometimes necessary for Transportation Security Officers (TSOs) to open and inspect checked baggage by hand.

Unfortunately, we are unable to determine how a lock that is not yours was placed on your bag. It is possible that at some point during the baggage handling process, a lock that was believed to belong to your luggage was mistakenly attached to your bag. Although we cannot offer advice on how to open your bag, we suggest you contact your luggage manufacturer, lock manufacturer or a locksmith for help.

Advised caller that I would forward the complaint to the CSM at IAD and also forward him a claim form for possible reimbursement.

Airport: IAD

Airline: Virgin

NOI: Yes

NOI Info: Nothing written:

Date Time:

Baggage Description: bag was 2 feet square 7 inches deep silver color. brand halliburton

358 6/15/2014

Hello, I have just filed a police report with IAD metropolitan police regarding a theft that happened while I was going through TSA security at IAD June 14. In brief 200 euro in paper cash and approx. 9 euro in coins was taken from my handbag while going through security.

I am quite convinced that this cash was taken from my handbag as it was being passed through the scanner when going through security at IAD airport. I have just flown into dublin on flight UA126 from IAD to DUB. I had a yellow envelope with 250 euro in paper cash and approx. 9 euro in coins. This envelope was located at the bottom of my rather large purse. It was not at all visible from the outside or top of the bag. It was buried beneath a myriad of other items. It would have taken a lot of effort for a random pickpocket to have found it. However there is no way that anyone would know it was there. The only time that I took this bag off me was to put it on the scanner. I was traveling with three small children and so it took me longer than the typical traveler to pass through the body scanners. When I picked up my handbag I noticed that the yellow envelope had been moved to the top of the handbag. I assumed that the agents had seen a need to search my bag, and just stuffed the envelope back in the bottom of my bag without thinking to check the contents of the envelope. When I arrived in Dublin I found that 200 euro in paper money and all the coins were gone. I suspect that the cash and coins were visible on the scanner and that an agent saw the opportunity to reach in and grab it. It was done so hastily that some of the money (50 euro) was left behind and the envelope was pushed in upside down at the top of the purse. If a regular pickpocket had through some stroke of luck managed to find this envelope (as opposed to my wallet or credit cards)they would have just walked away with the envelope rather than sort through it and then place it back in my handbag. The yellow envelope was quite bright and I suspect the TSA agent knew that would be too hard to hide in their pocket. Given that they have the right to search my bag it would be much safer for them to just quickly palm whatever they could empty into their hand rather than try to take the whole envelope. Should anyone have asked them what they were doing all they had to do was say that they were checking my bag and drop the money back in without anyone noticing. The only time that this envelope was visible was when it came out of the scanner. This happened at the first scanner on the left at approx. 8:30 pm at the security point adjacent to the United check-in desks at IAD.

I am requesting a full refund from the TSA. I am in Ireland until July 1st and can be reached via email at HYPERLINK

"mailto:(b)(6)"

(b)(6)

T +(b)(6)

C +(b)(6)

359 6/16/2014

## Caller:

Caller flew from IAD to SFO soon. She is missing four passports, license, \$200, and a thumb drive. She did not have a NOI.

Airport: IAD

Airline: United

Flight #: 1249

Date and time: 3:14 p.m. on 06 14 14

Baggage tag #: (b)(6)

Description: Black American Touristor bag.

NOI: No

Email: (b)(6)

## Response:

Travelers may call the State Department's National Passport Information Center at (877) 487-2778.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. I recommended that she file a claim with United.

360 6/16/2014

Caller said his friends luggage was missing for 3 days. Caller said his friend flew from Dulles WA to Cairo International Airport. Caller said he is missing 2 iPhones and 1 bottle of perfume. Caller said his friend flew on ZRH. Caller said his friend found a NOI. Callers friend is

(b)(6) - Caller said this passenger is in Egypt right now and he cannot call because it is too expensive - Caller does not have email contact information for his friend.

1. Airport Dulles
2. Airline----ZRH
3. Flight #--- Caller does not know
4. Date and Time of the flight---- 06 08 2014 5 pm
5. Gate or Terminal---- C1
6. Baggage description--- Large Brown bag
7. Bag Tag # (10 digit)--- Caller does not know this number

I told the caller I need correct contact information in order to forward this to the CSM. I advised his friend can download a claim form from [www.tsa.gov](http://www.tsa.gov). You can also access claim forms online at TSA's Claims Management Branch Web site at [http: www.tsa.gov](http://www.tsa.gov)

361 6/16/2014

Feedback Type : Complaint  
Categories : Screening  
Current Date/Time : 6/16/2014 7:32:47 AM Airport : IAD - Washington-Dulles  
International Date/Time of Travel : 06/16/2014 5:30 AM Airline & Flight Number :  
Delta 1697 Checkpoint/Area of Airport : Airport TSA Employee: (If Known) :  
Comment : I missed my flight because you only have 1 screening area open, but yet  
you have 6 people standing around doing nothing. Now I'm stuck waiting for 6 hrs. You  
cant have an airport the size of dulles and only have one screening are open taking 3 to  
5 minutes per person when you have over 100 plus in line.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number : (b)(6)  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

362 6/17/2014

Caller flew on Friday and again yesterday and was not selected for TSA PreCheck as a  
eligible Global Entry member. Caller states these flights were from participating  
airports and airlines. His last flight was from IAD aboard United Airlines. Caller  
understands there is a random selection element and wants to know if two  
consecutive times constitutes an issue.

Resolution:

Please ensure you are entering your 9-digit PASS ID, also known as a known traveler  
number (KTN), in the "Known Traveler Number" field of your reservation. In addition to  
your PASS ID, please ensure that the name, date of birth, gender, and other identifying  
information on your reservation are an exact match to the information listed on your  
Global Entry card. Advised caller that not being selected on 2 consecutive flights does  
not indicate anything out of the ordinary. Advised caller if his difficulty persists on his  
next flight to contact us back so we can do some further troubleshooting. Please call us  
within a 72 hour window of a prior or upcoming flight as inquiries are time sensitive.

363 6/17/2014

Dear Sir/Madam

I writing this letter to request for the explanation of my broken TSA lock of my baggage.

I found a Note about the "Notice of baggage inspection" from TSA inside my baggage for my round trip

7 June 2014 HKG to ORD and ORD to IAD

14 June 2014 IAD to ORD and ORD to HKG

As my baggage equipped with TSA lock, it should be possible for US TSA to use a special key to open it for inspection. I know this is for the security of passengers and your nation, I really want to know why TSA can inspected my baggage without brake the lock on the trip to US but it is broken to inspected on the trip to Hong Kong.

I would like to know why TSA staff didn't use their special key to open the baggage and choose to broke it.

Enclosed please find the photo shown the TSA Lock of baggage

Thanks

(b)(6)

364 6/17/2014

TSA,

On Monday June 16, 2014 I traveled from Dulles International Airport (IAD) to Las Vegas Airport via Denver on United flight numbers 1179 and 1480. I assume that my checked bag was searched at IAD by TSA personnel since that is where my bag was checked.

I am writing you this email because it is unacceptable how my bag was searched. I carry a CPAP that was prescribed to me by my doctor. I choose to pack it in my checked bag because of the hassle it causes when going through TAS security checkpoints at the airport.

On this particular trip I also packed in my checked bag a box containing company stickers, lapel pins, and a digital camera. When I arrived at my hotel and opened my bag everything was packed in the exact opposite order in which I had packed it when I left home!!

I am required to wear business dress for meetings I attend and all of my dress clothes were balled up under the CPAP and box referred to above! This is completely unacceptable! I have also registered for the TSA Pre Program at which I was finger-printed and asked to provide my proof of US citizenship, which I did.

I find it to be outrageous that my personnel belongings were treated in this manner! I am a US citizen, a veteran of the US Armed Forces, and a frequent traveler.

It is my hope that this email will find its way to the correct person to be handled, however, if it does not you can be assured I will continue to send it until it does reach the correct individual! TSA should be ashamed of its handling of peoples luggage and personnel belongings!

(b)(6)



365 6/18/2014

(b)(6) Caller flew from Dulles to Germany. Caller stated his luggage was inspected and there was a notice of inspection card inside his luggage and there was some items damaged in his luggage and the caller wants to file a complaint about the screening of his luggage. Caller wants to know who he can speak with to keep this from happening again.

Advised caller the following information:

Advised caller his luggage was already inspected when he left the US and the NOI was placed in his luggage. Advised caller I dont know the policy for Customs when they inspected his luggage, advised caller customs could have damaged the items.

Advised caller he can file a claim either online or I can send them via email address, postal address or a fax. Caller stated he will download the forms.

Advised caller to call back at 866-289-9673 press option 5 and put in the airport code and he will be given the CSM number.

366 6/20/2014

I flew on Southwest Airlines flight #925 from Dulles International to Boise, Idaho on Tuesday, June 17, 2014. Both of my checked bags were inspected, but only one had a notice that the inspection had taken place. I had my shampoo and conditioner in a plastic bag to prevent a mess if one of them came open accidentally and when I opened my luggage the top had been broken off the conditioner with conditioner on the top lining of my luggage. Both bottles were removed from the plastic bag.

I had several books in my other bag with my clothing. They were in the bags from the stores where I purchased them. When I arrived home none of them were in the bags. One had the cover all wrinkled and another had been removed from the shrink wrap it was in from the store.

I totally understand the need for security and I appreciate everything the TSA does to keep us safe, but I find the lack of regard for people's personal belongings a bit disturbing. When I purchase gifts for my family I would like them to be in the same condition when I give them as when I purchase them. I packed my bags carefully and expected them to be in the same condition when I arrived home. Unfortunately that didn't happen.

Sincerely,

(b)(6)

Sent from my iPad

367 6/20/2014

Caller flew two weeks ago and flew into Dulles airport on American Airlines. The suitcase was soiled inside. She called the airline and she is not getting anywhere with it. There was no NOI in the bag.

Advised:

Did TSA leave a note in the bag saying they had inspected it?

The lack of an NOI means they didn't go in the bag.

I can give you the number to the Department of Transportation's Aviation Consumer Protection Division at 202-366-2220 and you can file a complaint with them.

368 6/20/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 6/20/2014 1:43:28 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 06/18/2014 2:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : United Airlines TSA bag drop TSA Employee: (If Known) :

Comment : To whom it may concern,

On the date mentioned in this form (06/18/14) my wife and I travelled from Dulles International airport to LAX and had to drop off our checked luggage at the TSA inspection luggage drop off point before our flight.

Upon arriving at LAX we inspected our bags and found that our they had been opened and inspected by TSA also we found several of our items had been damaged or dented. This damage was due to the fact that when the TSA agents packed our bags after inspection the did not take the time to pack them in the way they found them and all of our more fragile items were placed on the top of the bags and not in the middle of the bags surrounded by clothes.

Given our damaged items we felt it necessary to send a complaint and ask if there is any compensation for our damaged goods? They were not expensive but they were mementos of our wonderful trip to the USA.

Up until now we have had an excellent experience with the TSA and were saddened to see our experience tarnished.

Regards,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

369 6/20/2014

I changed plans in Washington Dulles airport on the afternoon of May 11,2014, on my way back from Europe to NC. The line was extremely long and there were only 2 security belts open for the hundreds of people waiting in line. Many people were fearing they would miss their connecting flights. It was a very stressful experience for all the passengers arriving back to the US. I strongly recommend the TSA does a better job of staffing and opening security lanes to deal with the number of passengers arriving in the US.

(b)(6)

370 6/21/2014

Hi,  
My mother had a flight on May 30th from Dulles Airport (USA) to Ankara Esenboga Airport (Turkey). After her arrival to Turkey, she noticed that her luggage was checked. We believe that during the inspection one of her dresses was lost. It is a gray dress with blue, pink and green stripes. There was a paper that was put in her bag (which is also attached to the email) and the contact number was provided in case of any concerns. Could you please help us to what to do in order to retrieve the item, if it is possible.  
Thank you,

(b)(6)

371 6/22/2014

From: (b)(6)  
Sent: Sunday, June 22, 2014 2:50 PM  
To: tsa-contactcenter@dhs.gov  
Subject: Customer Complaint

Dear Sir or Madam,

today we arrived back in Germany and at home we have seen, that the souvenir in our suitcase was broken.

It was a black figure from a market in Mexico which has cost 900 Pesos.

The souvenir was packed in our clothes in the suitcase and you opened it during our transit through Washington Dulles Airport.  
After the inspection, you didn't repack it safe.

Please have a look at the attached photos.

We hope that you will refund our damage.

Yours sincerely,

(b)(6)

Our flight numbers:

UA 1694

LH 419

Our adress:

(b)(6)

Attachment:

Includes NOI

372 6/22/2014

The caller is a frequent flyer with United Airlines, and he is flying from IAD to BOS. However, he does not have TSA Precheck for the flight.

Advised Caller:

If you are certain of your eligibility as a frequent flyer with your airline or have received TSA Pre\u2713\u207d benefits in the past, you may be experiencing difficulties if the information in your reservation is not an exact match to the information on file with your airline. We recommend that you review your next reservation to ensure that your name, date of birth, gender, and other identifying information are correct.

It is important to remember that TSA Pre\u2713\u207d does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

373 6/23/2014

Caller would report a theft of 3 watches. They were missing from a Checked bag that he had briefly to clear customs in Washington's Dulles airport. He was held up for a day in Washington without his bag, and in Colorado Springs for a time before he was united with his bag by United air. There was no NOI present.

Advised caller:

We recommend you contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 (TTY (202) 366-0511) to record complaints. You may also fill out and submit an online complaint form at <http://airconsumer.ost.dot.gov/escomplaint/es.cfm>

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

374 6/23/2014

Caller and his wife were traveling from IAD connecting in ATL going to Orlando. Upon arriving in Orlando, his wife noticed that her checked bag had been checked by TSA because they left a NOI inside of the bag. She unpacked and noticed that her jewelry bag was missing. He thinks that they may have forgotten to put it back in the bag.

## Response:

I obtained the following information from the caller:

Airport: IAD

Airline: Delta

Flight Number: 1195

Date: 06 13 14

Time: Scheduled to fly out at 5:52 p.m.

Baggage Tag Number: Unknown at this time

Description of Baggage: Clear plastic bag was inside a black roller bag, oversized for carry on, with a tag on it (company tag) with his wife's name on it and company name, AUDI.

Name of Passenger Involved: (b)(6)

NOI :YES Nothing additionally indicated

Gate: Gate B74

Contact: (b)(6)

I apologized to the caller in regards to the incident and told him that I will forward the information that he has provided to the CSM at IAD for review. I am sending a claims form to the caller's wife's email address, and have included it as a point of contact.

375 6/23/2014

The caller flew from IAD to London, and, upon arrival, found that a NOI had been placed in his luggage. However, a steering column with an air bag was removed from his luggage, and he wanted to know where the car part is.

## Advised Caller:

If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination. The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage.

## Search Results For:

car air bags

Not Permitted

[http://apps.tsa.dhs.gov/mytsa/cib\\_results.aspx?search=air+Bag](http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?search=air+Bag)

376 6/23/2014

My brand new UNLOCKED bag was destroyed after being handed over (by me) to TSA baggage handlers at Dulles Airport in Washington DC on FRIDAY 20 June 2014 while I was boarding United flight 3037 to Indianapolis Indiana. (Please see pictures attached) the bag was not overfilled and opened and shut with no effort. There was an extremely large backlog at the intake area and handlers were stacking bags several bags deep one on another. I can think of no valid reason other than being mishandled for my bag to be destroyed in this fashion. I request reimbursement for cost of replacing my bag.

Thank You

(b)(6)

(b)(6)

Sent from my iPhone

377 6/23/2014

I'm not sure who writes the schedule for your Dulles Airport screeners but the lines to go through the 2 scanners that are open are almost 50 deep. You could coordinated with the airlines to be able to anticipate how many flights and passengers that will be using your services for flights leaving early - like 6 am.

As a federal employee myself you aren't helping our reputation for either customer service of efficiency.

(b)(6)

Risk Management Officer  
The Bureau of Safety and Environmental Enforcement.

Sent from my iPhone

378 6/24/2014

Caller said she was on a flight from England on United to the US, Dulles to Phoenix, where they live, on June 19 and they checked 3 bags. She said she got a noi from TSA and that her \$170 favorite shoes are missing. She requested that we email the claim form to her She said she did not wear them or see them and she does not know when they were taken while on this trip.

Response:I advised her that TSA is only inside the US.

To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that TSA only has the bags for a 2 minute window and then the airline employees put the bags on the plane.

379 6/24/2014

To whom it may concern:

The treatment my daughter and I got from a TSA supervisor was so appalling that I am taking the time to write about it, though I have no expectation that anyone will care or respond.

On May 26th at Dulles International airport, IAD at 7:30 A.M., I was accompanying my daughter to her gate with a TSA pass. She had been hit by a car a few days before, was in a wheelchair with a large leg brace and crutches. After she went through security at the main security area at IAD an agent tried to force her to get out of the wheelchair and walk through the xray cameras. We explained that she can not walk, is in great pain, showed the hospital discharge papers. This agent finally let her through with the wheelchair and then told us that her hands had alarmed and she needed to go for more testing.

This went on and on and we started to tell her that the flight was about to leave, it was the only nonstop and my daughter had to get on that flight. We assumed her hands had lead on them from holding the wheelchair handles. Does the airport check their wheelchairs for this?

It was an airport wheelchair she was using.

Then she called her supervisor over who took my daughter to another area for more tests. When we told her how urgent it was that she not miss her flight the supervisor turned on us in a vicious way. Her name is LEAD OFFICER (b)(6). She yelled at both of us that missing the plane wasn't her problem. She threatened me that if I said another word she would make us leave the airport.

I was appalled at this treatment. Several other passengers told me that they were also shocked and encouraged me to lodge a formal complaint.

One asked for a supervisor to complain for us and was told that there was no one to complain to at that time because the offending officer was the supervisor in charge.

I had to run to her gate and ask Jetblue to hold the plane for her. The agent at Jetblue was also furious and told me that TSA does this frequently with no concern for people missing their planes. He made a call and finally she was able to get to the gate with her wheelchair attendant.

After she left I was shaking from the stress this woman had caused us and went back to find a supervisor to talk to. I was told that (b)(6) is the supervisor and no one else is there to talk to that morning, but two TSA agents told me that they had seen what she had done and urged me to fill out a card and lodge a formal complaint against this woman.

I want safe travel of course. Everyone does. I respect the job many Tsa agents do with patience and sensitivity to passengers. But no one deserves to be treated as my daughter and I were that morning.

(b)(6) is a terrible representative of our homeland security services and an embarrassment to TSA. She caused both of us enormous anxiety and stress. She is unfit to work for our government and had no compassion for my daughter even after we showed her the hospital discharge papers from the day before. She clearly has anger issues and could not contain her vicious responses to us, so much so that three other

passengers stopped to try to interfere as they were so upset by her attitude and language.

I was so frantic about her missing her flight that I did not think to get the other passengers names at the time. Suffice it to say that the other TSA agents witnessed this and encouraged me to file a complaint against (b)(6). Apparently this was far from the first time she has done something inappropriate according to the other TSA agents on duty that day.

I would like to know that someone who has the authority to discipline (or replace) this woman has read this and will take some action. There are so many decent American's who would love to do this job and do it with much more grace.

Sincerely,

(b)(6)

--

(b)(6)

380 6/25/2014

Caller flew from IAD via Brussels to Freetown, West Africa, FNA 3-15-14 and upon arrival something was missing from the luggage. There was a NOI from TSA, nothing written or stamped on the NOI.

She is missing 3 new perfumes purchased from Macy s.

Caller said her luggage was lost on her return flight to the US in May and the worst flight experience ever.

1. Date and Time of the flight----3-15-14, departure 10:45 PM
2. Gate or Terminal----?
3. Baggage description---The bag is a medium size black and brown roller bag with 2 wheels, locked with a padlock and the lock was gone.
4. Bag Tag # (10 digit)---Not available
5. Flight #---Preferred
6. Airline----United

Response:

Apologized to caller and provided claim form via email.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Dulles

Washington-Dulles International

703-662-2234

Advised caller TSA has no jurisdiction over lost or rerouted luggage, referred to her airline.

381 6/25/2014

Caller got back from a trip from Afghanistan to Dubai then to IAD to Georgia. She said they broke one of her locks and she put her camera in the bag and now her camera is missing. She said there was a NOI in her bag. She said she would like to file a claim.

RESPONSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing item. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: June 24th, 2014 Departed at 8:16 a.m.

Gate or Terminal: Not Sure

Bag Description: Black Travel Pro, Large, 4 wheels, soft bag

Bag Claim Number: (b)(6)

Airline: United

Flight Number: 3473

Airport: Washington Dulles

Email: (b)(6)

382 6/25/2014

The caller is a personal assistance for a family who traveled from the IAD to SFO on 6/18 with United departing at 12:37pm (she doesn't have the flight number). Their daughter (minor) luggage was physically inspected and the luggage itself was damaged. The lock and zippers were broken. The suitcase has only been used twice and is expensive. The contents of the bag were disarrayed. There was a NOI taped to the outside of bag with nothing indicated. They don't know if anything is missing. They are unhappy that they were not notified of the inspection and if the inspection took place pre or post boarding. They would like to know why the bag was inspected as it belongs to their minor daughter. They are upset and asked what can be done and if they can be compensated.

Baggage Claim # She doesn't have the baggage claim number.

The suitcase is purple with glitter and flowers, hard sided, with an extendable handle. 4x6x1.

I advised that the bag would have been screened by TSA before it could have been placed on the plane prior to departing the East Coast. We cannot say why the bag was physically inspected. Baggage can be chosen at random for physical inspection and such is required to clear alarms and anomalies, regardless of the age of who the bag belongs to. TSA has no way of knowing the age of who the bag belongs to. I advised that TSA isn't liable for damage to locks or luggage due to opening a bag for physical inspection. It is not standard procedure to notify a passenger if their bag requires physical inspection. That is the purpose of the NOI. They can file a claim for reimbursement by completing a claim form. I ordered the claim form to be mailed. I advised that I would refer the information to the CSM at IAD to make them aware. They would have the means to look into and address this.

ID Date Added\_Date Only Contact Details

383 6/25/2014

Caller:

She got a GOES account and signed herself on websites. She is flying Lufthansa from Dulles and would like to know if she can get precheck?

Advised Caller:

Lufthansa is not a participating airline at Dulles; precheck will not be available.  
<http://www.tsa.gov/tsa-precheck/airlines-airports#VA>

384 6/25/2014

Caller:

His wife and him fly alot. Today, for the 3rd time his bag was in disarray. He agrees with the fact that TSA must inspect luggage and supports what we do. He is just frustrated that he purchases TSA locks and they are being cut off.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled. I will be sending his information to CSM for tracking trending of complaints.

Airport: Dulles

Airline: United

Flight #: 1401

Date and Time: 6 25 14 @ 1130

Baggage Tag #: (b)(6)

Description: All black, 30 inch bag with Hawaiian stickers and a peppermint colored ribbon. It has 2 wheels

NOI: Yes

Anything on NOI: No

Location: C17

Contact Information: (b)(6)

385 6/25/2014

To Whom It May Concern:

I and my two children flew on June 24, 2014, from Washington Dullas (US) to London, Heathrow (UK) via Iceland, on Icelandair flight FI450.

All three of the bags we checked were searched by TSA. I have no problem with these searches; they are done for our safety. I fly internationally at least once a year and my bags have always been inspected without incident.

However, upon arrival in the UK on this trip, we found that the contents of one of our bags had been "man-handled" and then shoved bag into the bag in a way that was unacceptable.

Specifically:

1. A woman's leather jacket was crushed into a ball, leaving wrinkles that may never come out. A new cardigan was also crushed into a ball.
2. Tissue paper used to protect the leather jacket from the suitcase lining was also balled up like trash and was obviously no longer protecting the jacket.
3. Shoes were taken out of their protective plastic bags and thrown in with the clothes (which must now all be washed before wearing).
4. Most offensive of all: a bra that had been tucked carefully between layers of clothes was removed from it's place and put on top of everything with the TSA inspection note right on top of it. It looked like someone's idea of an inappropriate joke; especially in light of the mess they had made of the suitcase contents.

The other two bags also had an inspection notice, but all the contents had been inspected with respect and care; the contents were barely disrupted.

Because your inspectors are not required to identify themselves, we will never know who mishandled our belongings and the inspector clearly knows this and felt he/she could abuse their position in this way.

I would like a response to this incident, please.

Regards,

(b)(6)

386 6/27/2014

The caller flew from IAD to SEA to Vancouver, and, upon arrival, found that a NOI had been placed in the luggage. However, several containers of medications were left open, resulting in the pills spilling out and becoming contaminated. Also, several spools of thread and a teapot were also damaged. She wanted to file a complaint and a claim form due to the damage.

Flight Information:

Date and Time of Flight: June 24, 2014; Not Provided.

Departure Airport: IAD

Airline: United Airlines

Flight Number: Not Provided.

Terminal and Gate Numbers: Not Provided.

Baggage Claim Number: (b)(6)

NOI: No information was written or stamped on the form.

Description of Luggage: A large, black Starline suitcase.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

387 6/27/2014

Caller traveled on 6 23 2014 from IAD to Lima, Peru on Avianca airlines, flight # AV417. An NOI was found. Caller states that a wallet with her IDs and a cannon camera were missing from her navy blue large sized Calvin Klein bag. Caller wanted to file a claim for the missing items. Caller was advised that the items can possibly be at lost and found.

I advised the caller

We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Dulles

Washington-Dulles International

703-662-2234

388 6/27/2014

Feedback Type : Complaint  
Categories : Missing or Damaged Items; Locks Current Date/Time : 6/27/2014 3:13:26 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 06/24/2014 Airline & Flight Number : LH 415 Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : Hi  
your agent damaged the locker of my suitcase - it's a tsa lock. I also have send you an e-mail with fotos.  
who will pay the cost for the damage ?  
thanks and kind regareds  
andrea purmann  
Would you like a response? : True  
Passenger's Name :  
Phone Number :  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

389 6/28/2014

Caller flew from Dulles to London and items in the checked luggage were damaged. There was an NOI inside and the caller would like to know the process for being reimbursed  
  
Advised caller : You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response with instructions on how to fill it out and begin the claims process

390 6/29/2014

Caller flies with United airlines but this time, he does not have Precheck on his boarding pass. United said that they need his KTN. He is flying from IAD.  
  
Advised caller:  
It is important to remember that TSA Pre\u2713\u207d does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.  
Frequent flyers do not have a KTN.

391 6/29/2014

Sir,  
I have the honour to inform you the following for your reply and action.

On 25th june 2014 I took a flight from Washigton Dulles air port to Frankfurt.On my arrival at Frankfurt I found my suit case was partially opened and attached with adhesive tape. I have noticed that my suit case has been opened by you by breaking the lock .There were no prohibited items in side my suit case,except few souvenirs I bought from the USA.I don't understand your reasons for breaking my suit case in a savage fashion and damaging the contents in an uncivilised way. After breaking the suit case you have stuffed the contents in a very bad way most of the things were partially or fullu damaged.I found all the souvenirs I brought for me and for my other family members are badly damaged and unusable.

Could you explain me what made you to break open my suit case. There were no prohibited items in it. You could have scanned it to visualize the contents before breaking it. My suit case was very expensve which can no longer be useful.

I am a loyal citizen of France. I am not a terrorist. I have never invoved in an illegal affaire neither national nor international. This is the first time in my life I have been treated and suspected like a terrorist by your country.I need an explanation for this and I want you to compensate all the damages caused by you. Your behaviour discourages me to visit any more your country. I can assure you that no US citizen will be treated in France as you have treated me in your country.

Awaiting your reply, I remain.

(b)(6)

Flight Number from Washington Dulles: LH 419 on 25th june 2014

392 6/30/2014

I see by the "notice of baggage inspection" that one of my bags was inspected on my recent trip back to the UK. This isn't unusual, I've had many bags inspected without incident over the years. This time wasn't the case. My bag was so poorly repacked that a piece of new computer memory was physically bent and therefore destroyed and a shirt was gouged by the memory (or something) and ripped. Everything else was just sort of thrown back in the case. Carefully packed objects were crushed, left open and in generally bad condition. This was not a case of the airline mishandling the bag, there was no apparent outside damage or other signs of mishandling. But inside the bag was another matter.

This was on a Washington Dulles to London Heathrow flight, VS22 that left Dulles Saturday evening and arrived in London Sunday morning.

I'm not a happy citizen...

(b)(6)

393 6/30/2014

Caller flew from Dubai to IAD to ATL and at the security checkpoint they had 3 carry on bags which were opened. They are missing gold jewelry and designer clothing from 2 of the bags. Missing items specifically include: 22 KT ring and a chain, 4 designer dresses - ladies suit, 4 pairs of shoes - Women s. Another bag is missing 1 white designer suit-women s, 4 pair of women s shoes, small clutch purse and ladies Bangle Bracelet, 1 tablet cover (Ipad) and some plush toys and women s undergarments, one bottle of Tang, 3 printed shawls. They saw the items when the bag was opened by TSA when going through the checkpoint between 10AM and 11:45 AM. Bags were taken to another location for inspection

1. Date and Time of the flight---6-25-14, departure 12:07 PM
  2. Gate or Terminal---B?
  3. Baggage description---The bag was a medium hand carry black roller bag, 2 wheels, zipped up, (22 KT ring and a chain, 4 designer dresses -ladies suit, 4 pairs of shoes - Women s ), The other bag was a purple and black medium size roller bag with 2 wheels, (1 white designer suit, women s, 4 pair of women s shoes, small clutch purse and ladies Bangle Bracelet, 1 tablet cover (Ipad) and some plush toys and women s undergarments, one bottle of Tang and 3 printed shawls).
  4. Bag Tag # (10 digit)---Preferred for phone calls.
  5. Flight #---DL2454
  6. Airline---Delta
- He spoke with David at TSA lost and found at IAD numerous times and was told they didn't have the items. He called 6-26-14 at 3:06PM, 6-27-14 at 8:34AM and then 703-661-6914 (maybe a fax #).

Response:

Apologized to caller and provided claim form via email.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Confirmed phone # for lost and found to caller:

Dulles  
Washington-Dulles International  
703-662-2234

394 6/30/2014

Caller recently traveled to Cost Rica from Dulles and he has a Samsonite Suitcase with a TSA approved lock. They cut his suitcase and his latch to get in his bag. They did not put the lock back on the bag. He did not know the brand but knew it was TSA approved.

Response:

Told the caller there are never any guarantees that a TSA approved lock will not get broken, they can be ripped off by the conveyor belt as well. Asked the caller what brand of lock he had. Told him the only 2 brands that are, are Travel Sentry and Safe Skies.

Told caller they should receive the claim form within 24 hours. The claim comes with a cover sheet that provides the instructions and address of where to send it once its complete. If there are any questions about the process or the status contact CMB, their number is on the cover sheet. Once its complete send it back so they can investigate to see if the issue happened in TSAs care.

395 6/30/2014

Caller flew from IAD to LAX Friday, June 13th. She moved there and had lots of luggage. She just realized her Bose speakers are missing. She had six luggages total. This was the only thing missing. TSA left an NOI inside of her Louis Vuitton bag and the black Samsonite bag. The speakers were in her husband s bag. She just realized they are missing because they moved and are still unpacking.

Response:

I obtained the following details:

Airport: IAD

Airline: American

Flight Number: 263

Date: June 13th, 2014

Time: 10:30 a.m.

Baggage Tag Number: (b)(6)

Name of Passenger: (b)(6)

Description of Baggage: Louis Viton Travel Bag, Brown in Color. She thinks the stickers could have also been in a Samsonite, Black Bag. Both had an NOI

NOI: YES She already threw these away. She stated that TSA taped her Louis Viton Bag back.

Gate: Unknown

Contact Information: (b)(6)

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

I am sending a claims form to the caller via email. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

396 6/30/2014

Dear Ladies and Gentlemen,

your employes searched my luggage in Washington DC, Dulles Airport (IAD) on the 25th of June for the flight LH 419. During that inspection the officer broke my brand new suitcase deliberately open. It is equipped with a special TSA lock!!!

I very annoyed by some one breaking my personal property and all just because of the so called security!! In your leaflet which you left me in my personal, now unsecured luggage, you are asking for my understanding! Well how can you expect my understanding if your people are to bored or stupid to use a simple key which they have on hand???

It makes me very angry when I think about the fact that I was the on duty first officer of this flight!! Every time when I come to the States I read on the TSA billboards "We are the face of the nation!".

Well that is pretty sad for your country in that case.

I'm very much looking forward to an answer.

(b)(6)

397 6/30/2014

I and 3 companions boarded Flight UA3515 departing Washington-Dulles at 8:14 a.m. on June 13, 2014 connecting to International Falls, Minn. and on to a camp in the Manitou Lakes in Canada for a week's fishing trip.

We turned our bags over for inspection prior to proceeding to the gate at approximately 7:30 a.m. that morning. We had 2 fishing pole containers that were given over to be inspected.

When we arrived and first prepared to go fishing on Saturday, June 21, I discovered that my St. Croix fishing rod had several lateral cracks in the rod above the handle. The guide who works at the camp and I, and my companions said, that it was apparent that the rod had been stepped on to cause such damage. Needless to say, after a 12 hour trip and planning to spend a week on the lakes fishing, I was particularly aggravated.

There was a TSA tag in the fishing pole carrier, however there were no initials of the inspector on that tag. This is of particular note as I and companions have made this same trip every year in recent years and all of the tags have had initials and a date of inspection!!

It cost me \$ 100.00 for a replacement pole. The damaged (ruined) pole had been in use just 2 years.

I think it unconscionable that the inspector responsible placed the pole back in the carrier and deliberately did not identify himself on the inspection tag!

I wish to have compensation for this pole.

I have photos of the damage if you wish to see same.



Did you know that Virginia Law now requires all buyers, working with Realtors, to have a written brokerage agreement? For more details,[HYPERLINK "http://www.varealtor.com/sites/default/files/Your\\_Realtors\\_Role\\_2012.pdf"](http://www.varealtor.com/sites/default/files/Your_Realtors_Role_2012.pdf)[cHYPERLINK "http://www.varealtor.com/sites/default/files/Your\\_Realtors\\_Role\\_2012.pdf"](http://www.varealtor.com/sites/default/files/Your_Realtors_Role_2012.pdf)lick here.

398 7/1/2014

Caller is 89 years old and flew on Sunday June 29th from Dulles to SFO and checked his luggage in around 3:30 pm with United Airlines for flight 340. There was a NOI in his luggage and he had a cream cheese container that was left open from the inspection and spilled out in his luggage. The luggage Ticket number is (b)(6). He does not want reimbursement but is wanting someone to be aware of this issue so it will not happen again. He travels 4 times a year and is needing to know if he can get Precheck.

I am forwarding his complaint to the CSM at IAD so they will be aware of this issue.

Passengers who appear to be 75 and older are eligible for precheck without having to opt in. With Precheck he will be able to leave his shoes and light jacket on during screening and he will be permitted to leave his laptop and toiletry bag in his carry on during screening.

399 7/1/2014

Caller flew Sunday from Europe and she said in her case there were nets and zippers. She said they are now ripped and removed completely on both sides. She had a NOI in her bag. She landed in Washington and took another flight to Sacramento. She said she would like to file a claim.

RESPONSE: I will be sending to your mail our claim form SF95 and a cover letter. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your damaged bag. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: June 29th, 2014 Departed at 12:25 p.m.

Gate or Terminal: Gate Z 62

Bag Description: Bright Fuschia Color , 25 inches, Hard bag, 4 wheels

Bag Claim Number: Lufthsana 528552

Airline: United

Flight Number: 1634

Airport: Washington Dulles

Mail: (b)(6)

400 7/1/2014

June 30, 2014

IAD to ORD via United (#1087)

Departure: 2PM

Caller is missing a shirt and the items are in disarray.

Caller was referred to the CSM and sent a claims form.

ID Date Added\_Date Only Contact Details

401 7/2/2014

To whom it May Concern,

My boyfriend and I were randomly chosen for a TSA precheck.flying from Dulles to LAX on June 4th 2014.

What was strange was we went in two seperate lines.

My boyfriend had to empty his pockets and take his belt off but I wasnt asked to do all that?

Why did he need to do that and I didnt?

Thank (b)(6)

402 7/2/2014

Hi,

I am writing because of my last trip from IAD to FCO my bags were inspected repacked and damaged upon my arrival in FCO (Rome). I am a professional surfer and my board was packed in a certain way to not damage it. When I opened the bag in FCO it was repacked differently because of TSA inspection and the board had several dings(holes). Please see attached pics. The board costs 600euros and the damages cost me 200euros to repair. I came to Italy Rome to do photos with this surfboard and it delayed and interfered with my whole trip and purpose of traveling to FCO.

Please you reimburse me for the repairs and for the devalue the board now has ( only valued at 200 euros now). Total request for damage 600 euros (200 repair + 400 value decreased)

I had two bags checked in on flight number UA966, one is my surfboard bag and the other my luggage bag:

(b)(6)

Thanks for understanding and for compensation of this unfortunate damage.

(b)(6)

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(b)(6)

The Butterfly Effect

@betheeffect

HYPERLINK "http://www.betheeffect.com" \nwww.betheeffect.com

(b)(6)

403 7/3/2014

I would like to launch a formal complaint for my treatment and that of other travelers on July 1st 2014 at IAD at 21:30

The entire TSA crew was beyond incompetent and rude. Yelling at passengers especially disabled elderly people is not acceptable and if they had posted what was expected of each passenger I am sure the rude male "officer" could have saved his vocal cord a lot of work. I was being search after I had to wait for OVER 10 minutes for one of the three female officers to WADDLE over to me to body search me. Then I got yelled at for asking for my wallet- no explanation was given why I could not get my wallet out of my purse or that this was more than a body search. I have a Global Entry card but apparently that does not matter. I then had to wait another 10 minutes for my belongings to be swiped – in the middle of this the machine broke and then the officer had to CRAWL -the speed which she was able to walk- due to her weight- to another machine and she then had to YELL at another officer less than 5 feet away since he was hard of hearing to watch me so I would not touch my things. Each time when they rescanned my items they came back clear- which makes me wonder if their machines are correct to begin with when they scan items.

I have to wonder where did you find these people – how on earth did they pass any security training or screening themselves and why is the supervisor in other places when there is only 1 screening place open and I had to wait another 5 minutes for him to scroll over????

This is simply not acceptable I request a list of people on duty during this time so I can launch a formal complaint against each one of them.

(b)(6)

404 7/4/2014

Caller dropped his bags at Dulles with TSA yesterday. He says when he unpacked this morning his is missing his Ipad. He says the zipper where he had the Ipad was left unzipped. He has a NOI in the bag.

Told caller

I explained to she can call the lost and found incase it was left out during screening.

Washington Dulles International Airport  
703-662-2234

They can file a claim.

He could get a claim form from tsa.gov and download one for himself. I could mail, fax or email a claim form to them as well. He wanted to get it from tsa.gov.

I am sorry this happened to him.

405 7/4/2014

Call:

Wife travel to Thailand on Korea Airline. Her bag was opened and a (doctor) test kit, supplement and cosmetics where missing. Has a NOI in bag.

Advised:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. There will be instructions on how to fill the claim form out and where and how to submit the claim.

406 7/4/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/4/2014 10:23:11

AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/01/2014

6:00 AM Airline & Flight Number : United Airlines Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On Tuesday 1 July 14 I was traveling from Dulles to Tampa and arrived at the airport at approximately 0600 (am). The airport was not busy and I made it to the security check point fairly quickly. The TSA agent manning the conveyor belt was extremely rude to me when I attempted to pick up a bin that was behind the belt. In a very rude and condescending manner I was told to put the bin back and do not touch them and he would get them for me if I needed one. I then proceeded to take out my computer and liquids, again he told me to put them away in the same rude and condescending manner. I asked if this was a new rule and he said yes. I also asked if I needed to remove my shoes and after he saw I was wearing flip flops he said they were fine. I fly frequently and I have always had to take out my computer and liquids and place them in a bin. If passengers are now allowed to leave those items in their bags, the new rules need to be conveyed. This TSA agent treated me like a disobedient child and it was extremely embarrassing. Other passengers later told me that this was all new to them as well. I didn't get the agents name, but he was very tall with dark hair and a military type hair cut. He really needs to be schooled in good customer service and how to treat customers. He wouldn't have a job if we weren't for us paying customers.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

407 7/5/2014

Att: Transportation Security Administration

cc: Department of Homeland Security

Dear Sir or Madam,

I am writing you this short message to give you feedback on my experience at the security control at Dulles International Airport last Thursday, July 3 at approximately 09.00 am. I was about to travel on Emirates Airways to Dubai and was traveling with my two year old son.

My security check was conducted by senior officer (b)(6) I felt that his behavior and attitude towards us was incompatible with the standards of professional and courteous behavior that the Transportation Security Administration represents and upholds.

I had forgot to remove three small cartons of milk from my carry-on. The milk was for my son. Mr (b)(6) seemed very upset by this ("ANY PARTICULAR REASON FOR THIS", he shouted).

Mr (b)(6) addressed us in an aggressive and intimidating tone, possibly in some way following the standard protocol but deliberately mistreating us whilst doing so. To give one example of the inappropriate behavior of Mr (b)(6), he shouted so loudly at us when I misunderstood how he wanted to conduct a test of the milk (I erroneously thought I was supposed to drink from the milk carton myself, a practice used in some airports) that he frightened my son (STOP, STOP, STOP! he shouted in my face).

When he had tested the milk he removed the carry-on bag without any further explanations after which my son and I had to wait more than ten minutes by a nearby table (a challenge with a toddler). Eventually I inquired about my bag to Mr (b)(6) who - in a rude way - pointed to me to look for my bag in a different location, further away from where we were standing. I interpreted it as if Mr (b)(6) had deliberately kept us waiting unnecessarily in order to penalize for - as he may have seen it - having attempted to pass the security with the milk, a something which he seemed very upset about.

It is my impression that the behavior of Mr (b)(6) as a representative of the Transportation Security Administration was unprofessional and a discouraging example of abuse of power. I felt that Mr (b)(6) was unnecessarily intimidating me and showed no understanding for my situation.

I would kindly request your comments on this incident and how the behavior corresponds with your routines and guidelines. I await your reply.

Sincerely yours,

(b)(6)

408 7/5/2014

I've had my TSA-compliant locks removed from my luggage twice in less than a year (August 22 2013 from IAD, and June 19 2014 from DCA, both United Airlines flights).

On both of these occasions, there was no customary insert from TSA stating that my luggage was opened and inspected. Has this practice been discontinued by TSA?

I understand that a lock could mistakenly be left off luggage during the TSA screening process. My concern is that if TSA-compliant luggage locks are being removed by someone other than a TSA official, that opens the possibility of something being introduced to my checked luggage without my knowledge. I just thought I should say something just in case.

Regards,

(b)(6)

409 7/5/2014

Thank you for the prompt reply. However, this standard response doesn't address my initial concern:

I've had my TSA-compliant locks removed from my luggage twice in less than a year (August 22 2013 from IAD, and June 19 2014 from DCA, both United Airlines flights). On both of these occasions, there was no customary insert from TSA stating that my luggage was opened and inspected. Has this practice been discontinued by TSA? I understand that a lock could mistakenly be left off luggage during the TSA screening process. My concern is that if TSA-compliant luggage locks are being removed by someone other than a TSA official, that opens the possibility of something being introduced to my checked luggage without my knowledge. I just thought I should say something just in case.

So, my concern is that TSA-compliant "Travel Sentry" locks were removed from my luggage and \*no NOIs\* were placed in my luggage.

If my luggage was not physically opened by TSA, then why would the TSA-compliant locks have been removed from my luggage? Could someone who is not a TSA employee have removed them?

Regards,

(b)(6)

-----Original Message-----

From: tsatcc\_do\_not\_reply@senture.com [mailto:tsatcc\_do\_not\_reply@senture.com]

Sent: Saturday, July 5, 2014 5:09 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding the Notice of Inspection (NOI) found in your luggage.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft. Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

We hope this information is helpful.

## TSA Contact Center

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410 7/6/2014

To whom it may concern,

Having just arrived home from a flight from Washington's Dulles airport, I wish to make a complaint about two missing TSA locks on my luggages as well as my partner's. We were carrying bicycles in bike bags from IAD on Saturday 5th July 2014. Both bike bags were inspected and in compliance with recommendations to use TSA locks, we secured the bags with such locks. On arrival at Heathrow this morning both bags were significantly open and locks missing. I understand that bags need to be inspected, however, please could you explain why the locks were not replaced on the bags and provide details of how we can claim new ones from you. If locks are not replaced it defeats the object of having TSA locks to secure expensive equipment.

Additionally, I fly on average to the US every two weeks with my bicycle carried in a bike bag. Every single time I return home I have my bag checked. A number of TSA locks have been broken in the process. Having specifically purchased TSA locks, I struggle to understand why this happens. TSA locks are not cheap and this is extremely frustrated.

I look forward to receiving a timely and adequate response to my complaint.

Kind regards

(b)(6)

411 7/6/2014

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)  
Email Address: (b)(6)  
Phone Number: (b)(6)  
Address: (b)(6)  
Zipcode:

Are you 18 or over? yes  
Are you represented by a third party or an attorney in this matter?  
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?  
Race? yes  
Ethnicity? yes  
Religion? yes  
Nationality? yes  
Gender? no  
Disability? no

Which U.S. airport were you traveling through?  
Washington Dulles International Airport

What was the date and approximate time of the incident?  
Date: 7-2-2014, Time: 5:30

What was the airline and flight number?  
US Airways, 2102

Are you a member of the TSA Pre Program?

At the security checkpoint, did you walk through a Metal Detector or a Body Scanner (aka Advanced Imaging Technology machine)?  
Metal Detector

METAL DETECTOR

If you walked through a metal detector, did TSA personnel require you to go through additional screening after you went through the metal detector?

no

If you walked through a metal detector and were required to go through additional screening, did you go through such screening because the metal detector went off or sounded?

no

If you walked through a metal detector and were required to go through additional screening, what type of additional screening did you go through?

I was patted down. - yes

I conducted a self-pat down. - no

None of the above. - no

If you walked through a metal detector and were required to go through additional screening, did you feel you were unfairly subjected to extra scrutiny due to your national origin religion race, and if so why?

Head scarf hijab was patted down and chemically analyzed, was told a foreign substance residue was detected. My husband and I were accompanied by two officers to a private secondary screening room while my bags were searched in another location. There were no issues with my additional pat down but when my bags were returned my wallet was unzipped and my ATM card was stolen.

If you walked through a metal detector and were required to go through additional screening, what type of additional screening did you go through?

secondary screening, pat down. and chemical swab in a private room

If known, please enter the name(s) and badge number(s) of the TSA officer(s) who screened you.

no

Were there any witnesses who may have seen heard what happened?

no

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint?

no

Has anyone responded back?

no

Are you completing this form on behalf of another individual?

yes

Name: (b)(6)

Address: (b)(6)

Phone:

This form has been submitted to the TSA and Department of Homeland Security as your individual complaint about your air travel experience and to the Sikh Coalition.

412 7/6/2014

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)  
Email Address: (b)(6)  
Phone Number: (b)(6)  
Address: (b)(6)  
Zipcode:

Are you 18 or over? yes  
Are you represented by a third party or an attorney in this matter?  
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?  
Race? yes  
Ethnicity? yes  
Religion? yes  
Nationality? yes  
Gender? no  
Disability? no

Which U.S. airport were you traveling through?  
Washington Dulles International Airport

What was the date and approximate time of the incident?  
Date: 7-2-2014, Time: 5:30

What was the airline and flight number?  
US Airways, 2102

Are you a member of the TSA Pre Program?

At the security checkpoint, did you walk through a Metal Detector or a Body Scanner (aka Advanced Imaging Technology machine)?  
Metal Detector

METAL DETECTOR

If you walked through a metal detector, did TSA personnel require you to go through additional screening after you went through the metal detector?

no

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I conducted a self-pat down. - no

None of the above. - no

If you walked through a metal detector and were required to go through additional screening, did you feel you were unfairly subjected to extra scrutiny due to your national origin religion race, and if so why?

Head scarf hijab was patted down and chemically analyzed, was told a foreign substance residue was detected. My husband and I were accompanied by two officers to a private secondary screening room while my bags were searched in another location. There were no issues with my additional pat down but when my bags were returned my wallet was unzipped and my ATM card was stolen.

If you walked through a metal detector and were required to go through additional screening, what type of additional screening did you go through?

secondary screening, pat down. and chemical swab in a private room

If known, please enter the name(s) and badge number(s) of the TSA officer(s) who screened you.

no

Were there any witnesses who may have seen heard what happened?

no

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint?

no

Has anyone responded back?

no

Are you completing this form on behalf of another individual?

yes

Name: (b)(6)

Address: (b)(6)

## Phone:

This form has been submitted to the TSA and Department of Homeland Security as your individual complaint about your air travel experience and to the Sikh Coalition.

413 7/7/2014

The caller works at IAD. The caller was going to fly from IAD to JFK and decided not to go to Ghana with Delta. The caller decided not to fly and went and got his suitcase and flew back from JFK to IAD. The caller has a NOI and everything in his luggage is damaged. The callers luggage was broken but his TSA lock is still on the luggage. The caller had cans of soup, liquid soap, and the soap is spilled all over his new clothes.

Airport IAD

Airline Delta

Flight 6124

Date and Time 7-5-14 departing at 6:22am

Baggage Claim (b)(6)

Description of Luggage Blue roller bag

NOI Yes

Anything written on NOI No

Email Address (b)(6)

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at IAD.

414 7/7/2014

Caller luggage was inspected. She had four boxes of Tiffany pendants that are now missing. She has an NOI.

Airport: Dulles

Airlines: Turkish

Flight Number: TK 0008

Date and Time: July 2 at 2325

Baggage Claim Number (b)(6)

Description of Bag: Medium to Large, Black, soft sided, wheels were not work and the handle was shaky. It weighs 50 lbs.

NOI:Nothing on it

Location: She does not remember.

I apologized to the caller, emailed the claim and instructions which she will receive within 24 hours. The CMB will handle the claim so their phone number and email address will be included. I will also send this to the CSM for review. If the items were accidentally left out, they would be turned into the lost and found.

Washington-Dulles International

703-662-2234

415 7/7/2014

Caller stated her luggage was inspected and there was a notice of inspection card inside her luggage. Caller stated there was some items that was damaged and the caller wants to know what can be done about the damaged items. Caller flew from Washington Dulles to Long Beach to Sacramento on Jetblue Airlines.

Advised caller the following information:

Advised caller TSA monitors concerns and complaints to track trends on area that may require special attention. Advised caller I can send a claim form via email address,postal address or a fax. Caller wants the forms sent to her email address. Advised caller she will need to download the forms print them out and fill them out and send to the CMB office.

416 7/7/2014

INQUIRY:

Caller flew from IAD on July 6th and some things are missing from his suitcase. He is missing a camera, lens, and charging unit. Caller flew on United.

RESOLUTION:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this issue to the Customer Service Manager (CSM) at that location.

Airport: IAD

Airline: United

Flight #: 300 Departure Arrival Time: 9:20 AM

Date Time of Incident: July 6

Baggage Tag Numbers: (b)(6)

Description of Baggage: soft-sided black bag, medium size, United Premier Passenger tag on one handle

NOI? Yes

Anything on NOI? No

Specific Location (Terminal or Gate): D-19

417 7/8/2014

Caller traveled internationally last week, and he is missing an envelope. He traveled from Ethiopia to Rome to Washington Dulles to Denver. He is missing an envelope with birth certificate and photo.

Caller did not want to file claim. He just wanted to get a lost and found number.

Advised caller:

[http: www.tsa.gov traveler-information airport-lost-found-contacts#43](http://www.tsa.gov/traveler-information/airport-lost-found-contacts#43)  
Washington DC - Loudoun County Virginia  
Washington Dulles International Airport  
703-662-2234

418 7/8/2014

Caller: Her husband traveled from Washington Dulles airport to Bolivia via Panama with Copa airline. Tsa confiscated two golf clubs that he was bringing in his carry-on. Wanted to know how she can get them back.

Advised: The Transportation Security Administration (TSA) does not seize or confiscate personal property from passengers. Passengers are provided several options for disposing of prohibited items, assuming that possession of the items is not prohibited by law. Passengers may (1) ask their air carriers to place the items in checked baggage; (2) return the items to their vehicles; (3) give the items to non-traveling companions; or (4) mail the items. You may contact the Lost and found department and Dulles-Washington airport at 703-662-2234

419 7/8/2014

To Whom It May Concern,

I wanted to provide feedback to our first experience using TSA precheck and Global Entry.

Unfortunately our experience at Dulles Airport was a disaster, at least as we were departing, on a trip to Europe. I thought I took all the steps necessary to insure that the system would work. I entered my wife's and my global entry numbers into our reservation. I checked with United by phone several days prior to our departure to make sure that we were in the system. When we arrived at the United terminal and checked in, my boarding pass had TSA precheck but my wife's did not. I asked the United person about this and she told me to go to the TSA office down the corridor. When we did, the officer there stated there was nothing he could do about it but that my wife and I would be on parallel lines. Well we thought that was good enough. Unfortunately my line took about 10 minutes but my wife's "parallel" line took 35 minutes more. And the amazing part was I was waiting with dozens of husbands all of whom got precheck and their wives all of whom did not. So women with children were forced to wait on line for 45 minutes while their husbands did not. There seems to be something wrong with the system and the TSA personnel at the airport did not seem interested in helping at all. Due to this delay we arrived at our gate with barely a moment to spare till boarding. When we signed up this was not what we had expected.

On a positive note the Global Entry system upon return worked well and we were very pleased to bypass both the passport control line and the customs line after retrieving our luggage.

I hope this system can be corrected in a timely fashion. If not people who have signed up but do not receive the service they signed up for should receive a refund for what they paid.

Respectfully,

(b)(6)

(b)(6)

Baltimore Center of Advanced Dentistry

ID Date Added\_Date Only

Contact Details

(b)(6)

“Enhancing Smiles.....Preserving Health”

420 7/8/2014

REMINDER

I wrote to you on June 21st about damage occasioned to contents of my case during a TSA inspection.

The text of that email is below

I have not had any reply and have now returned to the UK. Please let me know when I can expect to hear from you.

(b)(6)

(b)(6)

HYPERLINK "mailto:(b)(6)"

HYPERLINK "http://www.trinityfactors.co.uk"www.trinityfactors.co.uk

Tel (b)(6) Fax 0131 452 8303

Property Management, Retirement Flat Management; Residential Lettings, Insurance Services, Private Timeshare Resales, Hebridean Holiday Cottages  
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On Saturday, 21 June 2014, 15:26, (b)(6) HYPERLINK  
"mailto:(b)(6)" wrote:

Good Morning

I am writing to you about damage to the contents of my case during a TSA inspection. We were on flight VX69 from IAD to SFO departing 10.15 on June 18. The baggage check number is (b)(6) ( in my wife's name - (b)(6)

I have no problem with the concept of a security search and indeed have gone to the extent of buying a case which has a TSA approved lock to make it easy for you and to keep my possessions secure.

I do however have trouble with such a search being conducted in a careless and thoughtless way. For safety and to ease identification each of our cases has a webbing strap around the outside. Your officer did not replace this and instead simply put it inside the case.

The search has been conducted in a particularly untidy, discorteous fashion - with many items pulled out and simply stuffed back in - with no thought given to care or to possible damage of crushing.

The purpose of our journey was to attend a wedding and the wedding present was in a presentation box. Your officer has opened the box but taken no care to close it again properly. The lid was half inside and half outside the base; this has caused damage to the box lid in that it has significant crease marks on the upper surface and 2 tears - one on each side. Items of clothing have been pulled out and shoved in again; resulting in my wife's outfit being severly crushed and a fine thread in the material pulled by about a yard.

I would like to know why you have officers who are so thoughtless in their attitude to the care of the public's possessions and who clearly let down the TSA in being so. I hope you will be able to identify the officer involved and discuss with him or her appropriate behaviour during your searches.

What is the TSA's policy in such matters and what will you be able to do about this?

(b)(6)

421 7/9/2014

Callers family flew back to Turkey last night and they just landed an hour ago. They called her and said they left her dad's wallet at the security checkpoint. She says they forgot to give it back to him. They flew from Dulles. Caller said the family was passing through the checkpoint close to their departure time and the TSOs told them they needed to hurry to catch their flight because they had to go to a meeting. Her dad, an elderly man, forgot to grab his wallet and nobody went after him to give back his wallet. Caller wants to file a complaint and her sister will be writing a letter of complaint as well.

Advised caller : Provided number for Lost and Found at Washington DC - Loudoun County Virginia :  
Washington Dulles International Airport  
703-662-2234

Collected information to send to the CSM

Airport	Dulles
Airline	Turkish Airlines
Flight #	TK8
Date - Time	July 8, 2014 Passed through security at 10:00pm
Location of Incident	Gate B39
Contact Info	(301) 931 1872

422 7/9/2014

Caller is having trouble with precheck he is a global entry but he is not getting precheck he will be traveling tomorrow with Virgin America out of Dulles. He is having issues with several airlines traveling out of participating airports. He has checked his name and other information and are correct. But his boarding pass is showing precheck on it for his trip for tomorrow he made no changes to his profile but was not selected he cannot remember if the logo was there the other times.

I told the caller :  
Since the logo is on his pass for tomorrow he shows eligible for precheck is he don't get it tomorrow to call us back so we can check for him.

423 7/9/2014

Caller just flew back from Africa. Two of their bags had notices inside of them that they were searched. Two statues that were wrapped were unwrapped and a statue in each bag were broken. They had a connecting flight in Dulles after arriving in the US

Advised caller : TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

424 7/9/2014

Caller said she flew from Dulles to Seattle and that her bag had a noi inside. She said her hair straightener is missing and she requested that we email the claim form to her.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

425 7/9/2014

Caller she said her father was going back to Turkey last night from Dulles at 11:30 pm on turkish airline he was passing security about 10 or so he was rushed and when he go under the AIT the alarm sounded and they ask him to remove his wallet After he placed his wallet in the bin he left and boarded the plane and then realized he did not have his wallet It was too late to go back to the check point. Caller contacted lost and found and the wallet was not turned in.

She was told by a supervisor of tsa to call us and report the incident because he was rush. She also said that tsa was having a meeting and all tso s were there .

The passenger name is (b)(6)

I told the caller :

She could file a claim and she declined because her sister was going to do that.

I told her that her complaint was going to be sent to the CSM at the airport.

ID Date Added\_Date Only Contact Details

426 7/10/2014

Caller s daughter went from London to Dulles airport yesterday. She had a snow globe in carry-on. The caller wants to know if she could retrieve it.

Advised caller:

Prohibited items left by passengers at airport security checkpoints are referred to as voluntarily abandoned property (VAP). Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

Generally, when a Federal agency determines that it has excess personal property, it reports the excess to GSA.

Since she left it at the checkpoint, she will not be able to get it back.

427 7/10/2014

Caller flew on 07 08 with Jetblue flight 203 at 6:19 am. She flew from Dulles and had \$400 in her purse. Caller was asked to place her unzipped bag in the bin. She never had this request made before. Her bag was madarin orange in color. After getting her purse back, she realized her money was missing. She passed by the check point at 5:30 am.

I told the caller :

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Caller requested an e-mail of what was sent to the CSM \*\*\*

428 7/10/2014

Caller just arrived from an international trip. She had an NOI in her bag and an item was removed. She had a large jar of 250 grams of a yeast extract. 1 jar was removed but two others were left there. She flew to Durbin to IAD and then from IAD to LAX with Virgin America.

Response:

Advised caller that she can contact lost and found in case the TSOs accidentally forgot to place the item back in the bag and is still in the airport

Washington DC - Loudoun County Virginia

Washington Dulles International Airport

703-662-2234

Advised caller that being that he had an NOI, we will send him a claim form. It will have instructions as to what to fill out and where to send it to. It can take up to 24 hours to receive.

429 7/10/2014

Caller is in dismay about the service at Dulles airport. She wanted to let someone know that a jar of honey purchased in Wells was spilled throughout her suitcase. It had been well sealed in a towel inside of her husbands shoe and sock in the suitcase. It was securely packed. When inspecting they unscrewed it and did not tighten it or wrap it up. This is not being careful with the customer or with the public. She feels the service at Colorado Springs airport is the best TSA people or employees on the planet. NOI was in the bag.

She will not be traveling through Dulles airport again.

They were not so nice at the the airport and will choose other airports to travel from.

Advised:

I thanked her for calling TSA and providing her input. I apologized the honey was disbursed throughout her bag and offered to send a claim form for possible reimbursement. She declined the form.

430 7/10/2014

Caller just got back from an international flight and they saw that their bag had been inspected. Dulles to Grand Rapids. There was an NOI inside the bag and he had some photos that were heavily damaged. He checked them after arriving at Dulles and they were fine. When he got to Grand Rapids he had an NOI and the photos were damaged

Advised caller : TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger’s belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight Information :

Airport	IAD
Airline	United
Flight #	3388
Date - Time	July 10, 2014 5:30pm Departure 2:15pm check-in
Baggage Tag #	(b)(6)
Baggage Description	Osprey suitcase back, gray and black in color. Has bright green luggage tag on it
NOI	Has IAD code on it
Contact Info	(b)(6)

431 7/10/2014

Caller returned from Europe yesterday. She made a connecting flight at Washington Dulles International. She flew on 7//09/2014 at 7:05 pm on United Airlines flight 291. She had an NOI. She has a bar of chocolate missing from her luggage. She said that she will get a claim form from the website.

I gave information per: <http://www.tsa.gov/traveler-information/airport-lost-found-contacts>

These Lost Found contacts are for items missing from checked baggage.  
Washington Dulles International Airport  
703-662-2234

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

432 7/10/2014

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 7/10/2014 3:23:05 PM  
Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/07/2014 9:00 PM  
Airline & Flight Number :

Checkpoint/Area of Airport : Security after passport control for connecting flights  
TSA Employee: (If Known) : Female Comment : Recently I was traveling through IAD with my family. We entered through passport control for a connecting flight and then had to go through security afterwards. I witnessed a TSA agent tell a pregnant woman (who did not wish to go through the new scanners) that they are completely safe, and if she did not want to go through them she was just going to have to wait. She proceeded to continue to tell the woman she would just have to wait, and was using a condescending tone. Myself and other travelers, as well as the pregnant woman and her husband were openly appalled at how the pregnant woman was being treated. It felt really wrong to watch, and I hope this matter will be corrected.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

433 7/10/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 7/10/2014 2:10:55 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/08/2014 11:30 PM Airline & Flight Number : Turkish Airlines TK0008 Checkpoint/Area of Airport : TSA security screening TSA Employee: (If Known) : white caucasian male Comment : !!!This is the 2nd complaint since the 1st was sent incomplete by mistake!!! My name is (b)(6) I am US Citizen at the age of 74. I am currently residing in Turkey. We were traveling as a Family of 6 (my wife, daughter, soninlaw, 2 granddaughters). Flight details: traveling on 08JUL2014 from IAD Washington airport by Turkish Airlines flight TK0008 Heading towards ISTANBUL/TURKEY Gate of departure B39-Time of Gate boarding :10:30 PM, time of flight 11:25 PM.) We entered the security screening area entrance at approximately 9:50-9:55PM and from this time we were continuously warned both verbally and by hand-gestures telling us to hurry up because the gates will close in 2 minutes, 5 minutes. No body asked us for our boarding passes and no asked us for our boarding time. The Turkish airline employees stated we could board the gates at 10:30 PM and our boarding passes showed 10:30 PM. We were confused as to why we were so urgently rushed since we had 40-45 minutes before boarding time. When we approached the screening device area and placed our belongings in the white bins, one of the TSA security officers (a white caucasian Male) asked me if I had a wallet and requested it for screening. During this time, the other TSA security officers were warning us to hurry up. I rushed to place the wallet for screening and at this time I was also called to walk thru the security screening device. Therefore I forgot to put my wallet in a bin and placed my wallet on the black, running line/band (the officer who had requested my wallet did not take the effort to place it in a bin after me). After walking thru the security screening device, while I was collecting my belongings from the bin, the officer who had requested my wallet for screening was leaving the security screening room and at the same time my family and I were warned to hurry-up again. I was the last person of my family to finish the security screening process. After I was finished the security officers gathered among themselves to have what to me looked like a meeting and at this time we were leaving to go on the trains leading to the boarding gate B39. After we reached our boarding gate B39 at about approximately 10:05 PM (at this time we realized that there was no reason for us to hurry-up because we had reached gate B39 way before the boarding gate time. We were just placed under stress for no reason). After waiting a while, we boarded the plane and I noticed that my wallet was missing but it was too late to go back. My wallet is still missing and my daughter in the US contacted the TSA lost and found and they said nothing was turned in. So, she has filed a police report on my behalf. In my wallet I had money (\$100), US social security card, Bank Cards, US and Turkish drivers license, and other ID's.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

434 7/10/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/10/2014 8:58:22 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/08/2014 11:25 PM Airline & Flight Number : Turkish Airlines , TK0008 Checkpoint/Area of Airport : TSA Security Screening Area TSA Employee: (If Known) : N/A Comment : I am a US citizen currently residing in Turkey. I visited the US during the period of June 11, 2014 and July 8, 2014 traveling with my family (Father, Mother, Husband, 2 young daughters. In fact my father-age74- was also encountered with events that greatly disappointed us. So he filled out an online complaint form to TSA and my sister in the US has filed a police report on his behalf). Flight details:Departure date/time July 8, 2014 11:25 PM and Boarding gate/time B39/10:30PM. Its been a long time since I visited my country but on my way back to Turkey on July 8, 2014, the TSA security officers really surprised and saddened me with their attitude. They rushed us through the security screening process because they said the gates will close in just a few minutes. We could not understand why they were making us hurry since we had entered the security screening area at about 9:50 PM. In fact, we had reached the boarding gate (B39)by approximately 10:05-10:08 PM. The officers did'nt even look at our boarding pass for boarding time. TSA security officers in general were impolite towards us. I greatly appreciate and support the security measures that are being taken by TSA. However, officers do not need to be discourteous in order to maintain security. The TSA officers that we encountered were not very helpful and could have had better manners. I believe that TSA officers can be courteous while maintaining security for the nations airports and for the traveling public. This is the first time that I have faced such a disappointing situation. While entering the country on June 11, 2014 and during my past travels back to my country the security officers were courteous and helpful and not at all like the security officers I run into during my leave from the US on July 8,2014. My mothers english is not so good and when she was called by a female TSA security officer to be screened during our leave on July 8, my mother saw a different device she had never seen before (the advanced imaging technology device) and she wanted to understand what it was and asked the officer "I don't understand" and the officer replied "I don't understand either." Here I would expect the officer to be helpful to my mother by explaining the device since as far as I know the AIT is optional since alternative screening is available. Or the officer could have at least asked help from the other family members since my mothers english is not so well. Would you like a response? : True

Passenger's Name : (b)(6) Email : (b)(6)  
(b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

435 7/11/2014

We just returned from a trip from Johannesburg, S. Africa to Washington Dulles to Houston IAH. Upon arrival in Washington we noticed that zipper loop for the TSA lock on our new suitcase had been destroyed. When we returned home and opened the suitcase we found the TSA Notice Of Baggage Inspection. The contents of the suitcase had been riffled through. The make-up bag was opened and the contents were thrown throughout the suitcase. A small souvenir that was bubble wrapped was opened and tossed back into the suitcase without being rewrapped. As a result it was found broken.

We understand that you have the legal right to inspect our luggage, however, you do not have the right to damage our property. Compensation is requested.

We have sent a copy of this correspondence to Senator John Cornyn and Representative Al Green.

(b)(6)



436 7/11/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/11/2014 5:13:10 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/11/2014 4:45 PM Airline & Flight Number : UAL 3775 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My 16-year old daughter went through TSA screening as an unaccompanied minor for a UAL flight (3775) today from IAD to BUF. TSA agents moved her to an isolated room for secondary screening because of ETD. While the TSA agents subsequently released her from secondary screening, at no time did anyone contact myself or my wife, who was at IAD, about our daughter's situation.

The decision by TSA to NOT contact the parents or guardians of an unaccompanied minor that goes through secondary screening for any reason is unconscionable.

My daughter was frightened and confused by the secondary screening and not being able to speak with or go through the process with her parents made a difficult situation extremely worse.

I would greatly appreciate speaking the TSA customer service representative at IAD to better understand the ETD screening procedure for unaccompanied minors and how it got implemented today at the airport.

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6) (on behalf of (b)(6) passenger) Phone Number :

(b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

437 7/12/2014

to whom it may concern:

I just returned from the US to Austria on an Austrian Airline's flight from Washington-Dulles to Vienna and as has happened to me over the last couple of years EACH time leaving the US, my luggage had been searched. However, this time my golf bag arrived open and loosely taped with TSA tape. The bags tightening straps were either loose (after opening them) or inadequately fixed. I understand that your people need to screen lots of luggage, but it's totally unacceptable when they apply neither prudence nor respect of others' belongings. While traveling these days isn't any fun anymore for a variety of reasons, I start feeling insecure for some of the procedures the TSA and its 'sister' organisations in other countries display. Dignity of the client as well as professionalism of procedures and respect for other property must be important aspects of your activities. I kindly ask you to train and monitor your staff accordingly and will certainly appreciate any improvements.

Sincerely,

(b)(6)

438 7/14/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/14/2014

11:31:59 AM Airport : IAD - Washington-Dulles International Date/Time of Travel :

07/13/2014 1:15 PM Airline & Flight Number : Southwest 2123 Checkpoint/Area of

Airport : Screening TSA Employee: (If Known) : Unkown Comment : Regarding the TSA

Officer who was advising passengers regarding procedures prior to Xray. As we were

putting our items in the trays, she stated very sarcastically, &quot;You must

understand English, you must understand English. You are doing what you're suppose to do&quot;.

Unbelievable. A TSA Officer making a remark like that in one of the most multicultural areas of the United States. Extremely unprofessional. There were many people in line and I am confident that a number of people heard her repeated refrain, &quot;You must understand English...&quot;. Why would any U.S. Government employee say that in a crowded airport?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

439 7/14/2014

Transportation Security Administration;

On July 10, 2014, I was returning to the USA after my European vacation. My return was on Austrian Airline OS0093 leaving Vienna, Austria at approx.10:25 a.m. Austrian time and arriving at Washington Dulles, DC at approx. 2:20 p.m. At this airport I went through the procedures of the US Customs Office and thereafter I forwarded my luggage again to my final destination of Cleveland, OH. on a United Airline flight UA4945. In my carryon luggage, among other things, I've carried my Track cell phone, serial No. (b)(6), which I've planned to use at the Dulles Airport to notify my pickup person in Cleveland of my arrival to the USA. To my dismay, I could not find my Track phone in my carryon luggage. It was missing. My carryon luggage was always in my possession throughout the whole flight, therefore theft was out of question.

SO, WHERE MY TRACK PHONE COULD BE? I was told by frequent travelers, that Airport Securities take away cell phones from passengers under some circumstances, so that terrorists could not use them to trigger intended explosion on the plane. At my arrival in Cleveland I found a note, that you've left in my main luggage, informing me that my main luggage was examined by you. Was this perhaps a security suspicion connected to the finding of a cell phone in my carryon luggage?

I've like to assure you that I'm a law abiding, legal citizen of the USA, have no criminal record, and do not intend to have one. So if you have ceased my phone at the Dulles Airport, please return it to me as soon as possible. The number on the phone is (b)(6) (b)(6)

Please forward my phone to:

(b)(6)

Or call me at (b)(6) for further explanations.

Thank you,

(b)(6)

440 7/14/2014

Buenos Aires,

Dear TSA,

I would like to report that my bags were opened by your agents. This is not unusual. What is unusual is that after you completed your inspection you left my bags totally unlocked and partially opened.

When they arrived on the ramp, the zipper was partially off. Looking at the lock it was ON (you you must have used your special TSA key.

As you know, the bagage handlers in many countries see these open bags as invitations to steal open baggages.

Information:

DULLES AIRPORT  
Date of flight: Saturday 7/13  
Ariline : Delta  
Time of flight: 6:01  
To: Atlanta  
Zone: 3

Name of passanger; (b)(6)

Thank you,

(b)(6)

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This email is free from viruses and malware because avast! Antivirus protection is active.

<http://www.avast.com>

441 7/15/2014

Caller states that his sister recently flew from IAD to IST and states that there was a NOI inside her suitcase and is missing 3 pieces of Jewelry and wants to file a claim for reimbursement.

Gave the caller the following info:  
Advised the caller that i would get these claim forms sent right out to him...

442 7/15/2014

To Whom It May Concern,

My wife, (b)(6), flew from Washington-Dulles (IAD) to San Diego (SAN) last night (July 13, 2014, 18:10 EDT) on United Airlines Flight 240, Seat 37C. She was flying in a TSA-PreCheck status, also with Priority baggage handling as a United Mileage Plus member, checking two bags under United Airlines baggage claim number (b)(6) (b)(6)

We noticed on arriving home that a personal item that had been in an interior zippered pocket was in the main compartment of the smaller of her two checked suitcases. We did not notice at the time, but a digital camera (Canon PowerShot SD960is) that had been placed in the same interior zippered pocket was noticed as missing when further inspected this morning.

Since she was flying in a TSA PreCheck status, it is unlikely that her bag was inspected by TSA and as expected there was no TSA inspection certificate in the bag. It is clear to us that someone with access to United's checked baggage rifled through her suitcase and pilfered the camera. This presents not only a theft but also a security risk.

We are filing a baggage claim with the airline, but find this also to be a serious aviation security risk and felt that your agency should be notified directly.

Sincerely,

(b)(6)

HYPERLINK "mailto:(b)(6)"

(b)(6)

443 7/16/2014

Caller made a complaint for missing money because she lost \$400 going through TSA screening at Dulles on a flight to Long Beach. Caller would like to know what is happening with the complaint and why she has not received her claims forms. Caller would like to know if she will be contacted by the CSM for further information.

Advised caller:

Check your SPAM inbox of your email for the claims forms. You will be sent the forms again.

A claim form will be sent to you within 24 hours of this response.

The CSM may contact you by email. This is not guaranteed to occur.

Your complaint has been sent to the CSM at the correct airport.

444 7/16/2014

Caller advise the her bags were searched. Two items are broken and two are missing from her bag.

What did you find to indicate that TSA had to open the bag?

Caller found a NOI inside the bag. She flew from Ottawa to IAD to CLE.

TSA would have screened the bag at IAD. Did she receive her bag while at IAD?

No.

I advised caller that I would send her a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

1. Airport: Dulles
2. Airline: United
3. Flight number: UA4944
4. Departure date and time: 1229, July 16th.
5. Approximate time of incident: the bag was moved by United from her first to her second flight: she never saw it.
6. Location (terminal or gate number): D-16.
7. Description of baggage: black with two pink bows on the top.
8. Baggage claim numbers: (b)(6)
9. Notations on the NOI: nothing written or stamped in it.
10. Contact information: see above.

Have you spoken to the airlines, US CBP, and Canadian aviation authorities?

Caller has not done so yet.

So, CMB will contact her and advise whether she will be comp-ed for the missing or broken items?

Yes, they will investigate to see what happened during screening.

445 7/16/2014

The caller called a few days ago regarding baggage damaged. She stated that a gentleman from TSA told her that he reviewed the tapes at CLT and it does not look like the baggage was even inspected. She stated that she was not sure if it was inspected on the return or the departure. She stated that her baggage was damaged when she arrived in Germany. She flew from IAD to CLT to Frankfurt, Germany and then back from Frankfurt to CLT to IAD. She stated that she had a NOI in the baggage. She stated that she wants to speak with someone at IAD regarding the matter also.

She stated that the black baggage had a wall that hooks on the suitcase and it ripped off. She stated that the blue bag had hooks on the inside that was damaged.

I explained that if her baggage was damaged when she arrived in Frankfurt, it would not have occurred at CLT.

I can forward the information to the CSM at IAD for review. I apologized that the complaint was not forwarded to the correct airport originally. I explained that she would still need to complete the claims forms to file her claim.

The callers flight details are as follow:

Departing Airport: IAD

Connection: CLT

Destination: Frankfurt

Airline: US airways

Flight Number and Time: 2755 @ 1:35 pm

Baggage Claim Number: (b)(6)

Baggage Description: Dark Blue, Med Large, Deluxury Brand, 2 wheels, Soft Sided, Hard around AND 4 wheels, hard shell, Black, Large Size

Date and Time: 06-19-2014 @ 10:25 am

446 7/17/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM  
<http://www.tsa.gov/contact/index.shtm>

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Remote Client IP: (b)(6)  
Date Time: 7/17/2014 12:32:02 AM  
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Name: (b)(6)  
Email: (b)(6)

Complaints: Damaged or Missing items in Checked or Carry-on Baggage  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): On July 14th took flight 232 Etihad Air operated by AA, from Islamabad to Abu Dhabi, flight left at 0340 am ISb and landed at Abu Dhabi at 0610am.

Comments: During custom pre screening, prior to getting on flight 5991 from Abu Dhabi to Washington Dullus Airport (Etihad Airways). I was informed that a secondary screening must be conducted for me. They took me into an interview room where a TSA agent conducted a brief interview. During the interview the agent showed me pictures of my luggage and asked me to identify, if these 2 bags belonged to me.

I identified the bags as mine. He asked me if the bags were locked and i told him no. He then informed me to stay in the office while he will go and open my bag for the routine security check. He came back after completing the check and advised me that, all is well and i can move forward towards boarding flight 5991 from Abu Dhabi to Washington Dulles Airport.

After arriving at home i opened the bags the following day. All the items had been moved and the sliding cloth material side pocket of the Samsonite bag had been removed and was found amongst the clothes in the bag. The side pocket contained a pair of eye sight glasses, mini Ipod, earphones for the Ipod, charger for the Ipod and black shoe polish that, i had initially placed in their prior to leaving.

All of the items were found thrown in the bag except, the Ipod was missing form these items to my deep surprise. Since then, i have looked everywhere for the Ipod in the bag unfortunately, it is no where to be found.

This was an apple 8GB ipod nano, Silver (6th generation). I would like to know what steps will be taken to replace the Ipod back to me?

Regards,

(b)(6)

447 7/17/2014

Caller is printing her boarding passes they are traveling today 07 18 on United from Dulles IAD to Heathrow they are members of GE and left the cards at home she was unable to print the boarding passes until she gets to the airport the United representative told her her KTN was not on the reservation she wanted to get the number to have it added to the reservation. also she mentioned that her and husband are not receiving precheck at the same time. Can she go to the enrollment center and get the number.

Told the caller :

The KTN has to be entered when making the reservation and that I had no way of providing her with the number I gave her CBP (866) 530-4172, Press Option 2 and see if she can get the number regarding going to the EC at IAD they could but I had no information if they would get the number.

Told her when making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation.

It is important to keep in mind that even if you are eligible for TSA Pre\u2713™ as a member of a CBP trusted traveler program, TSA Pre\u2713™ does not guarantee expedited screening.

448 7/18/2014

The caller traveled to IAD in order to complete the TSA Precheck Application Program, but was charged twice for the fees.

Advised Caller:

For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

449 7/18/2014

Caller s bag was inspected at Dulles on the 16th. The lock was broken. All the items inside were in disarray. It was neatly packed before he turned it over. It was taped closed.

I can send your information to the CSM and send you a claim form. Was there a NOI ?

Yes. The bag was taped closed after he gave it to Delta at Dulles.

1. Airport: Paris, France, to Dulles to DTW.
2. Airline: Delta
3. Flight number: DL 6126
4. Departure date and time: July 16th, delayed from 1715 to 1745.
5. Approximate time of incident: he went through immigration at Dulles - gave his bag to Delta at approx. 1400 or so.
6. Location (terminal or gate number): B-78
7. Description of baggage: American Tourister, gray, hard-sided, old travel stickers.
8. Baggage claim numbers: (b)(6)
9. Notations on the NOI: nothing stamped or written on it.
10. Contact information: (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

450 7/18/2014

The caller flew from IAD and his baggage was inspected. He stated that the top strap was left out of the duffel bag. He stated that the bag is dysfunctional. He stated that he is wanting to complain and get reimbursed for the baggage. He stated that there was a NOI in the baggage. He stated that the lock was not shut back properly. He stated that the strap was inside the baggage and it is now missing. He stated that it is a hassle to file the claim and he does not want to contact lost and found to get long distance charges. He stated that he wants to see if the strap can be returned to him. The caller does not want claims forms sent to him.

I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form can be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). Complete and return the form in accordance with the instructions.

Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim. TSA will tries to resolve claims as quickly as possible but may need time for a further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months of when it was filed, travelers may have a right to bring their claim to court.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

The callers flight details are as follow:

Departing Airport: IAD

Destination: Ottawa

Airline: United

Flight Number and Time: 4258 @ 8:02 am

Baggage Claim Number: (b)(6)

Baggage Description: Duffel bag, Dark Blue, Medium sized

Date and Time: 07-18-2014 @ 6:50 am

Description: Two clips on the ends, heavy duty, middle part has a leather component, black and about two inches wide.

ID Date Added\_Date Only Contact Details

451 7/19/2014

Hi,

I'm reporting a baggage claim.

I took a flight UA5712 - Washington (IAD) to New York (JFK) on July 18th 2014.

TSA had broken the luggage lock in a random physical inspection. The baggage was closed and the lock is TSA approved. Please see attached photo of the lock, and copies of my boarding card and luggage ticket.

Please note that the luggage is now broken and I need to replace it, since the lock is very unlikely to be repaired. Can you please get back to this request the soonest. Please also reroute my request to a specific authority if needed.

Best Regards,

(b)(6)

(b)(6)

Sent from Windows Phone

452 7/20/2014

The caller flew from IAD to DEN to HOU, and, upon arrival, found that a pair of dress shoes were missing from the luggage. A NOI had been placed in the luggage, and she wanted to file a complaint, as well as a claim form.

Flight Information:

Date and Time of Flight: June 27, 2014; Around 4:40 PM

Departure Airport: IAD

Airline: Southwest Airlines

Flight Number: 1626

Terminal and Gate Numbers: Not Provided.

Baggage Claim Number: Not Provided.

NOI: No information was written or stamped on the form.

Description of Luggage: A large, black, purple and red Betsy Johnson suitcase with pink and purple roses.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

453 7/20/2014

Caller stated he did the online application for precheck and he hasn't received precheck and the caller wants to know why he hasn't gotten the program. Caller stated he flew today and he didn't get precheck. Caller stated he has verified to make sure the information is correct. Caller flew from Washington Dulles.

Advised caller the following information:

Advised caller the airline profile has to match his online application. Advised caller if he has the wrong name in his airline profile he will not be selected for precheck because he isn't linked to be eligible for precheck.

Advised caller to call UES 855-347-8371 and verify he has the correct information.

454 7/21/2014

The caller was traveling from IAD to BDL, with a \$150 bottle of scotch. However, the bottle was not in a STEBS package, and the TSO informed her that the bottle must be left at the checkpoint. The passenger then requested, several times, to have the bottle shipped to their home. The TSO refused, and the passengers had to rush to their connecting flight. She wanted to file a complaint, as well as a claim form.

Flight Information:

Date and Time of Flight: July 18, 2014; 5:00 PM

Departure Airport: IAD

Airline: United Airline

Flight Number: 1534

Terminal and Gate Numbers: C12

Time of Incident: Around 4:00 PM

Description of TSO: A female Caucasian TSO probably in her 30s.

Advised Caller:

Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and or damaged from your carry-on luggage.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

455 7/21/2014

Callers husband flew from Italy to the US, connecting in IAD via United. Upon arrival he found an NOI inside of his bag from TSA stating that it had been inspected. He is now missing a white shirt and she wishes to file a claim for it.

Advised caller:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: IAD  
Airline: United  
Flight #: 0894  
Date and Time: June 22, 2014 at 4:50 PM  
Baggage Tag #: Unknown  
Bag Description: Black, small, Adidas, three blue stripes on the bottom and with two luggage straps and a yellow handle.  
NOI: Yes  
Stamp on NOI: No  
Email: (b)(6)

456 7/21/2014

From: (b)(6)  
Sent: Monday, July 21, 2014 5:03 PM  
To: Ombudsman, TSA  
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM  
<http://www.tsa.gov/contact/index.shtm>

---

Remote Client IP: (b)(6)  
Date Time: 7/21/2014 5:02:46 PM

---

Name:

(b)(6)

Email:

HYPERLINK "mailto:(b)(6)"

Brief Description of Inquiry:

Security issues at IAH International

Comments:

I was traveling through IAD on Thursday July 17, 2014 and arrived from Rome on my way to Richmond, VA. When we deplaned and made our way to customs and immigration, there were two airline agents directing passengers one way if they were staying in DC or another if making a connection. Because my husband and I were connecting, we turned right and proceeded through immigration and customs clearance. Upon leaving customs, there was a line directly in front of us for clearing security to go back into the terminal. We proceeded through the TSA checkpoint and found ourselves on the secure side of the airport to go to our gate. From the time we stepped off the aircraft all the way through security, not once did anyone ask to see a boarding pass or identification. They simply took our word that we were all connecting. There was an airline agent at the entrance to the security line as well as several TSA agents as we passed through. I brought the error to the attention of one of the TSA agents. As a flight crew member I was disturbed by the lack of security. I wasn't even asked for identification at the gate as I boarded the aircraft. I am hoping that this flaw is addressed in the future. Please feel free to contact me at the email address above or call me at (b)(6)

457 7/21/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Screening Current Date/Time : 7/21/2014

4:14:37 PM Airport : IAD - Washington-Dulles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hi, I have a complaint, and observation, and a solution. First the new fee hike is ridiculous. TSA is the most mis-managed organization in the federal government and I am not in favor of having my fees raised for a group that can't manage what they have now. I guess you bought all of those full body scanners on credit mad over spent.

Second, I was in IAD recently and the two screening lines were looong and slowwww. And there about 20 TSA agents there. Unreal. Most we're just standing around or asking when their break time was. Some even went home. Ridiculous.

My solution is this. I saw where you have a Lean Six Sigma contract on your website. I know the best in the business and he can really, really help. Trust me, you need it. Have whoever is making the decision on that contract contact me.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

458 7/22/2014

Caller travels often for work and he usually travels with a suitcase for his clothing and his tool box.  
Every time he flies with the tool box it arrives with a NOI and sometimes the box is open and he has lost several tools that way.  
He places his tools a certain way and expects them to be put back in that order.  
He flew Saturday from Dulles to Phoenix and had placed TSA locks on the bag in an effort to remedy the situation and the locks are missing.  
He confirmed nothing was missing from the bag but he does not feel the locks could have got caught in the conveyor because of the way the bag is constructed.

He said he does not want a claim form for the missing locks and is going to talk to Delta about it because he checks the bags with them and feels they should be responsible.

RESPONSE:

Told him we do try to put things back properly but it could be difficulty with specialty items.

TSA cannot, however, guarantee that TSA locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems.

Offered a claim form anyway but he refused it.

459 7/22/2014

Dear TSA

I totally appreciate that you needed to open my bag to ensure airport security. I was sad that the ink on the card that you left inside the bag rubbed off on my son's dress shirt. No great harm done in our case but if it was someone's wedding dress it would be a disaster. I thought you should know. We flew from IAD.

Thanks,

(b)(6)

Sent from my iPhone

460 7/23/2014

Caller says she flew from Dulles to Clarksburg WVA. She flew with an infant in a stroller.  
She couldn't go through the AIT with the baby. They rubbed something on her hands and she tested positive.  
She asked the supervisor to contact the airline to let them know she was on her way since she was being held up for an apparent positive result from explosive detection. The supervisor had total disregard toward her for being late.  
She says the supervisor laughed at her and ridiculed her and was not professional. They didn't put anything back appropriately in her carry on after they did secondary screening on her bag.

This lady is very upset that the supervisor did not contact the gate.

The supervisor was black, she states.

Airport: IAD  
Airline: United  
Flight: 4063  
Baggage: N a  
NOI: N a  
Date and Time: July 23 at 12:15PM  
Gate or Terminal: She flew out of gate A3F.  
Email: (b)(6)

Caller Advised:

I told her I would forward her complaint on the supervisor to the Customer Support Manager at the airport she flew from so they could resolve it. She kept repeating that she wanted a formal apology from this individual so that the situation is resolved.

She asked for the number for the individual I was forwarding the information to and I

461 7/24/2014

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 7/24/2014 1:44:30 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 04/12/2014 Airline &amp; Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was flying with students to Berlin, when my hands were randomly swabbed and tested positive for explosives. I have never handled explosives in my life. I was taken to a separate room, while a distressed student waited for me. I was patted down and all of my luggage searched. On July 13th, I was flying out of IAH to Dublin, and I again pulled aside for extra screening. This time, I was told that my hands, shoes, and inside of my bag tested positive for explosives. I was again taken to a room and patted down. This time I was almost in tears. I felt violated. When leaving Ireland out of Shannon airport, I was the only person whose bag was tested for explosives. My question is why is this happening? Clearly, something is wrong with your equipment or I am being targeted. I do not have a criminal record AT ALL, so I don't know what's going on. I have traveled to Europe on numerous occasions, but this only started happening this year. I need to know if I will be humiliated in front of my students when I travel with them next spring break or when I travel with friends next June. Also, in your drop down menu, Maryland should come before Massachusetts. I point this out because according the TSA agent at IAH; there was no way the equipment could be giving a false reading for explosives.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

462 7/24/2014

Callers bag was inspected today. She had an NOI in the bag. She had salt in a sealed bag. When she arrived to her destination it was not sealed and it was scattered all over her items. She had a bridesmaid dress covered in a red substance. She is really upset. She could not get the dress to be cleaned-fixed.

Airport: IAD

Airline: AA

Flight Number: 127

Departure Time: 6:50 am

Arrival Time: 10:00 Tucson time

Baggage Tag Number: (b)(6)

Description of Baggage: Gray-Purple exterior, confetti squares: yellow, pink and purple.

Was the an NOI: Yes

Anything on the NOI: No

463 7/25/2014

To whom this may concern,

Last Sunday, July 20 I was on a flight from Dulles (IAD) to Tampa. When I arrived home and unpacked my suitcase I found a TSA notice of baggage inspection. While I do not have a problem with TSA inspecting my luggage, I do have a problem with their disrespect of personal property. If they are going to unwrap breakable items that have been carefully packaged in bubble wrap and secured between clothes, etc. they need to rewrap and secure those items just like they found them. When liquids or lotions are contained in a zip lock bag in case something leaks, TSA should resecure the zip lock bag after they rummage through it.

I am disappointed with their disregard of passenger belongings!!

--

(b)(6)

464 7/25/2014

Brazil phone number: 551130212178. Caller flew from Vancouver Canada to IAD to Brazil on United and her luggage was inspected with an NOI included. She is missing a swiss army knife.

I do apologize for your experience. What I can do for you is send you a claim form so you may file for reimbursement, would you like me to do that? I can have your claim forms to you in 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident. Caller asked for a record number for this call gave her (b)(6)

Airport: IAD

Airline: United

Flight#: 861

Date: 7 24 2014

Time: 10:05pm

Baggage#: NA

Gate: C2

Terminal: NA

NOI: Yes

Description: Purple suitcase on wheels

465 7/25/2014

Caller stated on July 16 2014 there was 16 passengers flying from Guatemala to Washington Dulles then to Harrisburg PA on United Airlines. Caller stated when they go to Dulles at 7:10pm and their connecting flight was delayed and the passenger wasn't given any reasons why the flight was delayed. Caller stated the flight at 01:00am the Captain canceled the flight and one of the customer service representative was rude. Caller was complaining about the service they received from United Airlines. Caller stated she put in a complaint on United Airlines and she hasn't heard from United Airlines.

Advised caller the following information:

Advised caller TSA handles security at the airport. Advised caller I have a number to give her to make a complaint about the service the passengers received from the airline.

If the airline does not satisfy your inquiry, the Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220

466 7/25/2014

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/25/2014 5:28:35 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/25/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) : Unknown, wouldn't provide name

Comment : I am filing a complaint to inform the department regarding the lack of helpfulness and dis-regard for the standards that are stated by TSA. As we entered the security check in location in the main terminal of IAD, I presented to the agent my Global Entry card in a effort to gain access to the Pre-check line. We had been traveling internationally, therefore my boarding pass was printed by SAS, not a pre-check airline....thus i presented my Global card. He stated that since my boarding pass did not contain the pre check info, i could not gain access to the preferred line. I reference the agent to the TSA website which i have copied the information directly from, &quot;U.S. citizens enrolled in Global Entry automatically qualify for participation in TSA Pre?™ for domestic travel&quot;. Due to a mix up with the airline, our luggage was directed to the wrong location and we had to exit the airport and re-enter. Because of this, and the lack of understanding of the TSA agents OWN standard, we missed our domestic connection due to the length of the lines in regular security. It is inexcusable that the agent did not know the standard for which the agency created!!! Hopefully the additional fee that we as travelers are now being charged for TSA &quot;services&quot; can go to additional training for the agents on the minimal guidelines....

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

467 7/25/2014

Caller flew from Vancouver to Washington to Europe. Caller advised when she reached her destination she found her bag had been inspected by TSA(NOI inside). Caller advised her luggage was damaged and was missing a pair of diamond earrings. Caller advised that her luggage was delayed and didn't receive it until the next day.

Airport:Washington Dulles

Airline:United Airlines

Flight number:UA758

Date and time:7-4-14@10pm

Baggage claim number:unknown

Was there a NOI, was there anything on it:NOI inside with nothing stamped on it.

Baggage Description: Gray, hard sided, wheels on it

Items Damaged: Missing diamond earrings

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

468 7/26/2014

Feedback Type : Complaint  
Categories : Permitted Items; Screening  
Current Date/Time : 7/26/2014 6:05:51 AM Airport : IAD - Washington-Dulles  
International Date/Time of Travel : 07/25/2014 2:15 PM Airline & Flight Number :  
United Airlines UA951 Checkpoint/Area of Airport : for passengers with connecting  
flights &quot;C&quot; terminal TSA Employee: (If Known) : do not know her name -  
supervisor was contacted by the TSA agent Comment : Good Morning,

I had a problem with the TSA agents in IAD yesterday. They didn't seem to know the  
TSA rules and caused me a great loss.  
Good Morning,

I had a problem with the TSA agents in IAD yesterday. They didn't seem to know the  
TSA rules and caused me a great loss.

I was in Brussels and purchased a container of moisturizer from the Duty Free shop -  
they packaged it in a secure, tamper-evident bag(so that I would not have any issues  
travelling with it). This moisturizer was sealed in the secure, tamper-evident bag plus it  
was never opened. I spent 40 euros on this product, only to have TSA steal it from me.  
She asked the supervisor on the shift because she was not sure - supervisor instructed  
her to confiscate the item. Please advise me as to how the rules to travel differ from  
your printed rules.

I would like an explanation as to why this ruling has been in effect since 2006 and it is  
not enforced properly. The rules should apply to every TSA check point.

\*\*\*\*THE FOLLOWING IS CUT FROM THIS SITE\*\*\*\*\* Inbound international flights You  
may now carry liquids more than 100 mL in your carry-on bag if:

You are traveling internationally into the United States with a connecting flight; they  
are in transparent containers; you bought them at a duty-free shop, and the store  
packed them in a secure, tamper-evident bag.

If your liquids are not in a secure, tamper-evident bag, you must pack them in your  
checked bag.

If the liquids alarm during screening, we will need to screen them further.

...Latest revision: 24 June 2014.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

469 7/27/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/27/2014

12:36:38 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/27/2014 12:00 PM Airline & Flight Number : United Airlines 1285 Checkpoint/Area of Airport : Terminal with united personnel for check in TSA Employee: (If Known) : Office (b)(6) a woman & Supervisor Neil Comment : Did not know that one should not wear a blouse with zippers. I requested for Officer (b)(6) to put on new gloves, since she was going to touch my chest in front of everyone. She raised her voice to intimidate, and quote "You know the rules!" The real problem & concern is that when asked to speak to the supervisor, Officer (b)(6) he did not know her name & wasn't aware of the officers that report to him. Then he went to find her name, they laughed and giggled. To make fun of a legal request, laugh & quote "It's because I touched her breasts." This is wrong.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

470 7/27/2014

The caller wanted to file a complaint. He flew on United 762 from Dulles and the TSA officers did not rezip his bag after inspection that resulted in the loss of two books. The caller wanted to file a claim.

Advised caller: To file a claim, you should fill out the Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

471 7/27/2014

Dear TSA,

My partner and I flew out of Washington Dulles on 14 July 2014, we had checked in to flight VX 97 to LAX and went through security with what we thought was sufficient time to make our flight. I had a carry-on package that required hand inspection, a process which a colleague had undergone with ease last year.

Unfortunately, the security check point was very slow in processing people and the officers did not respond to our need to expedite the process to make our flight in time. It took us over 50 minutes to get through security and this made us late to our gate which resulted in us missing our flight and subsequent connections. We had to rebook several flights and pay for accommodation which resulted in a total cost of several thousand dollars.

If security wait times were what were posted online (average 15minutes), we would not have missed the flight and would have not incurred these costs. Therefore, we hold the officers at Washington Dulles liable for these costs and seek compensation.

Please respond with your position on the matter. No response by August 10th will be assumed as acceptance of responsibility and liability of costs incurred.

Thanks,

(b)(6)

(b)(6)

HYPERLINK "<http://www.fruitfed.co.nz/>"www.fruitfed.co.nz  
A part of PGG Wrightson Ltd

PGG Wrightson is New Zealand's leading provider to the agricultural sector. Please visit HYPERLINK "http://www.pggwrightson.co.nz"www.pggwrightson.co.nz for our wide range of products, services and solutions. This email is intended solely for the intended recipient and may be confidential. If you receive this email in error please immediately notify the sender and delete the email. Please consider the environment before printing this email

472 7/28/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM  
<http://www.tsa.gov/contact/index.shtm>

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Remote Client IP: (b)(6)  
Date Time: 7/28/2014 7:23:40 PM  
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Name (b)(6)  
Email (b)(6)  
Complaints: Damaged or Missing items in Checked or Carry-on Baggage  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lufthansa 419  
Dulles Airport  
Comments: Flew to Frankfurt July 10th, when I arrived I saw a TSA flyer in my checked baggage. Checked the stuff in my bag and noticed some articles of clothing were missing.

Checked luggage was locked with a TSA-approved lock.

473 7/29/2014

The caller traveled on Saturday. She indicated that a NOI was not present in her bag. The locks on her suitcase are broken. She was traveling internationally to the US and arrived into IAD. She indicated that the locks were not broken when she rechecked her bag with American Airlines at IAD. She traveled to CLT.

I explained that the lack of documentation from TSA indicates that TSA didn't enter the bag to physically inspect it, therefore TSA would not have broken the locks. I advised that she continue with the airline. She indicated that she had spoken with initially and expressed her through that it was the airline who entered the bag and broke her lock.

The Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

474 7/29/2014

TSA,  
I traveled from Washington D.C(Dulles) airport on Sunday July 27. My bag was inspected and a notice of baggage inspection was left in my bag, but the lock was never put back. I have the tsa lock that can be opened by one of your keys. This is the third time this has happen. This is very, very disturbing. I want to file a claim for this missing lock. My lock in question is a master brand, black combination lock with a tsa key hole. Please tell what will be done and what I need to do. Please reply (b)(6)

(b)(6)

(b)(6)

475 7/30/2014

Caller flew from Portland to Dulles (stayed over at a hotel) to San Juan. She is missing her sneakers. She has an NOI. She had to wait a very long time for her luggage. This morning the sneakers are not there.

Airport: Dulles

Airline: United

Flight Number: 3727

Date and Time: July 28 at about 8am

Baggage Claim Number: (b)(6)

Description of the Bag: Soft sided, black, had a circle with the word Caravan

NOI: Nothing stamped or handwritten on it

Location: Gate C24 R

I apologized to the caller, emailed the claim and instructions which she will receive within 24 hours. The CMB will handle the call so their telephone number and email address will be included. I will send this to the CSM for review. I also told her that if the item was accidentally left out, they would be turned in to the Lost and Found. I gave her that number. If they have them, she can make arrangements to get them back. If they do not have them she can fill out the claim.

Washington Dulles International Airport

703-662-2234

476 7/30/2014

Hello. I have a son than had arrived today from Washington Dulles Intl to Madrid with his case sealed. When we got home and we opened it we found that the locks were broken because TSA made an inspection. The case cannot be used anymore. Now I'm trying to arrange it throught the trip secure we payed. But the question is if you have the relation of the cases are opened to send me a certificate or something that assure that happened. I'm going to tell you the flight and my son name to see if you could please check it.

The flight was with United Airlines UA 163 on 29JUL at 17:45 (b)(6)

Thank you very much

(b)(6)

477 7/30/2014

Caller said our number was on the NOI in her bag. She flew from Dulles to Houston Intercontinental to DFW. She was not sure whom to contact but she is missing a shoe.

I told her that since she has a NOI that means that TSA opened her bag for hand inspection. If the item was left out by mistake it would be turned in to the lost and found at

Dulles  
Washington-Dulles International  
703-662-2234

I told her that if she cannot locate the shoe then she may file a claim with TSA by completing a claim form. You will have the form by email within 24 hours.

478 7/30/2014

Dear TSA,

I'm writing to file a complaint about a recent experience with TSA at Dulles International Airport. I traveled from Dulles on July 27, 2014 on British Airways flight 292. Upon arrival, I discovered that TSA physically inspected one checked-in, unlocked baggage and did not return all items to the bag. Two items were missing: one small box of tea and one travel size anti-bacterial spray (other similar items were returned to the bag). Two other food items that were packed in a plastic bag to prevent spillage were removed from the plastic bag. These food items and the torn plastic bags were placed separately back into the bag. In addition, the name/address tag on the baggage was removed from a sealed casing.

I understand and accept that TSA must inspect baggage, and this is not the first time that my baggage is subject to physical inspection. However, it is the first time that I find items missing. At this point, I am not requesting for the missing items to be returned. I am filing this complaint as a frequent traveller to express concern and point out that removal of contents, which are not prohibited, from passengers' baggage is unacceptable. As a public agency entrusted with passenger safety, the TSA must follow a professional code of conduct and be accountable for its actions.

Sincerely,

(b)(6)

479 7/31/2014

Caller called yesterday and stated she flew from IAD via United and had some shoes missing from her luggage. Caller stated we did not send her the claim form and she wants to know why.

Advised Caller:

Told caller I would resend her a claim form.

Sent caller a claim form via email.

480 7/31/2014

The caller flew from IAD to DTW and her baggage was inspected. She stated that she has a NOI in the baggage. She stated that they are missing three cameras and the associated equipment. She stated that they were in a plastic bag. She asked if they can be recovered.

I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). Complete and return the form in accordance with the instructions.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

I explained that when items are accidentally left out of checked baggage, they may be turned into the Lost and Found. She can contact the Lost and Found at IAD to see if they have been turned in.

Washington Dulles International Airport  
703-662-2234

[http: www.tsa.gov traveler-information airport-lost-found-contacts](http://www.tsa.gov/traveler-information/airport-lost-found-contacts)

The callers flight details are as follow:

Departing Airport: IAD

Destination: DTW

Airline: United

Flight Number and Time: 5760 @ 12:25 pm

Baggage Claim Number: (b)(6)

Baggage Description: Red hard sided Hey luggage, and Grey hard sided Hey luggage, both have treble clef stickers on the front with the last name over the baggage brand symbol.

Date and Time: 07-31-2014 @ 11:15 am

481 7/31/2014

Callers mother in law flew from IAD on 5-22 and had a small purse inside her checked bag with 4 jewelry items. When she arrived home, it was missing. The purse had a Pan Am logo on it and there wasn't a NOI inside the bag but the caller has already checked with IAD lost and found and had no luck.

1. Date and Time of the flight---5-22-14, departed late afternoon and landed at BOS at 6:30 PM
2. Gate or Terminal---N A
3. Baggage description---The bag was a Hartman 25 inch tan checkered bag, not sure if it is a roller bag or not, unlocked.
4. Bag Tag # (10 digit)---(b)(6)
5. Flight #---764
6. Airline---United

Response:

Advised caller information will be provided to the CSM at IAD for review. If additional information is required the CSM may contact via email.

482 7/31/2014

Dear TSA,

The automated template response below does not adequately address the concern I raised regarding the missing items from my baggage.

There was a Notice of Inspection in my baggage so the TSA is accountable for the missing items and for the condition of the inspected contents.

I would appreciate it if you could let me know who to raise this concern with, in order to receive a proper explanation of what happened.

Thank you,

(b)(6)

From: HYPERLINK

"mailto:tsatcc\_do\_not\_reply@senture.com"tsatcc\_do\_not\_reply@senture.com

Date: July 31, 2014 at 5:08:13 AM GMT+3

To: HYPERLINK "mailto:(b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding missing and or damaged items for your checked baggage.

The Transportation Security Administration (TSA) regrets that you found items missing and or damaged from your checked luggage. TSA is required by law to screen all property, including checked baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags, and are required to exercise great care during the screening process so that when bags are opened passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

TSA encourages travelers to pack valuables including jewelry, electronics, money, and

fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item, such as a laptop computer, purse, small backpack, briefcase, or camera case. This information, along with additional travel tips, is found on the TSA Web site at [HYPERLINK "http://www.tsa.gov"www.tsa.gov](http://www.tsa.gov).

We hope this information is helpful.

#### TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

From: "(b)(6)" <[HYPERLINK "mailto:\(b\)\(6\)@tsa-contactcenter@dhs.gov"](mailto:(b)(6)@tsa-contactcenter@dhs.gov)>  
"mailto:(b)(6)@tsa-contactcenter@dhs.gov"  
Date: July 30, 2014 at 8:50:20 PM GMT+3  
To: "HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov" <[HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov"](mailto:tsa-contactcenter@dhs.gov)>  
Subject: Missing Items from TSA Inspected Baggage

Dear TSA,

I'm writing to file a complaint about a recent experience with TSA at Dulles International Airport. I traveled from Dulles on July 27, 2014 on British Airways flight 292. Upon arrival, I discovered that TSA physically inspected one checked-in, unlocked baggage and did not return all items to the bag. Two items were missing: one small box of tea and one travel size anti-bacterial spray (other similar items were returned to the bag). Two other food items that were packed in a plastic bag to prevent spillage were removed from the plastic bag. These food items and the torn plastic bags were placed separately back into the bag. In addition, the name/address tag on the baggage was removed from a sealed casing.

I understand and accept that TSA must inspect baggage, and this is not the first time that my baggage is subject to physical inspection. However, it is the first time that I find items missing. At this point, I am not requesting for the missing items to be returned. I am filing this complaint as a frequent traveller to express concern and point out that removal of contents, which are not prohibited, from passengers' baggage is unacceptable. As a public agency entrusted with passenger safety, the TSA must follow a professional code of conduct and be accountable for its actions.

Sincerely,  
(b)(6)

483 7/31/2014

Transportation Security Administration

Hi, my name is (b)(6). In July 27th, 2014, I took American Airline flight from Washington DC (Dellus Inthernational Airport) to Miami International Airport (flight NO: 1173). I check in my bags in this flight. However, my bag was delivered to Huston by mistake. And then, I rearranged my bag to be delievered to Miami. When I got my bag one day later, I found my bag was opened and checked, and my two laptops and a clothe accessory in this bag are lost. I want to know whether they are stopped by TSA. Can you have a check? or check the American Airline in Washington Dellus International Airport, Huston Airport and Miami International Airport. Thank you really much for your help.

Please reply this e-mail ASAP or you can contact HYPERLINK "tel:(b)(6) (b)(6) Thank you!

Best.

(b)(6)

2014-07-29 10:10 GMT-07:00 (b)(6) <HYPERLINK "mailto:(b)(6)

Transportation Security Administration

Hi, my name is (b)(6). In July 27th, 2014, I took flight from Washington DC to Miami (flight: 1173). I check in my bags in this flight. However, my bag was opened and checked, and my two laptops and a T-shirt and a clothe accessory in this bag are lost. I want to know whether they are stopped by TSA. Please reply this e-mail ASAP or you can contact HYPERLINK "tel:(b)(6) Thank you!

(b)(6)

484 8/1/2014

Dear Sir / Madam / Miss,

I have just travelled back from the USA after five weeks holidays in Maryland. I flew out from Dulles International Airport Washington DC on flight QR708 to a connecting flight in Doha QR844 to KLIA in Malaysia. When I picked up my baggage at the airport I found one of my bag without the TSA lock and on opening the bag I found the Transportation Security Administration note on the top of my clothes and other things packed in it. Since I saw TSA note I did not make any report about my missing lock because it was the work of TSA.

After reaching home and after unpacking my second bag, I found it was also inspected even though the lock was intact - meaning it was still locked.

I fully agree to baggage inspections for air travel safety, that is why I bought the new TSA compatible locks to lock my bags so that they can be inspected as the bags enter and exit US airports. However I fail to understand why one bag is locked up after inspection whereas another bag had its lock taken away after inspection.

I would like to seek compensation for a new four digit TSA lock which cost me about US\$20.

My flight particulars are as follows:

Name : (b)(6)

Flight No: QR 708 to Doha

ETD : 31.07.14 2230

Airport : DULLES International airport

Connecting Flight: QR 844 to KLIA on same day from Doha

Baggages were checked through direct from DULLES to KLIA

Thank you, I hope to have your favourable reply to settle this missing lock.

Yours faithfully,

(b)(6)

485 8/1/2014

To whom it may concern,

I am a very frequent traveler and I am starting to get quite irritated with TSA searching my bags. I am totally for inspections and searching but TSA has managed to consistently search my bags and leave them a mess. My folded clothes are all wrinkled by the time I need to wear them. My importantly I will wrap up fragile items in clothes to protect them from being damaged. TSA has consistently managed to unwrap my fragile items and just "throw" them back in the bag. I would appreciate it if TSA would take the time to return my luggage how they found it.

I typically leave from Dulles airport but I have experienced this throughout many TSA destination. TSA needs to give better training to its employees, to return luggage contents the way it was found.

Thanks,

/R

(b)(6)

486 8/1/2014

To whom it may concern,

Your process at IAD is completely broken. You enter people into the security line from the same entry point, but the end point for each is different. It took me 40 minutes to get through security - and I'm a premier passenger.

You need to stagger the entry point if you stagger the exit point. It's common sense. At a minimum, your agents need to manage the line flow and explain the options.

This is the most dysfunctional airport I've seen. Completely infuriating.

Thanks

(b)(6)

487 8/1/2014

The caller flew from IAD to Ryad, Saudi Arabia, and, upon arrival, she found that a NOI had been placed in the luggage. However, a black box of jewelry, including seven necklaces, was missing from the luggage.

Date and Time of Flight: July 30, 2014; 6:00 PM

Departure Airport: IAD

Airline: Saudi Airlines

Flight Number: 38

Terminal and Gate Numbers: A; Gate 31

Baggage Claim Number: (b)(6)

NOI: Not Provided.

Description of Luggage: A large, black Samsonite with pink tape on the top and floral baggage tags.

Advised Caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

ID Date Added\_Date Only Contact Details

488 8/2/2014

Traveled 08 01 from Kenya Africa to Washington Dulles then to Charlotte whit her final destination LEX she had a spear in her checked luggage she knows the item was present when she arrived to Dulles.

The spear is missing she found no NOI but the airline told her it was tsa.

US airways Flight # 4677 and Charlotte 4514 to lex

Black soft suitcase with wheels

No NOI

Bag Tag#(b)(6)

#### Response

To file a claim, you should fill out the claim form in accordance with the instructions tsa then will investigate and send you a letter with a claim number you can follow the status of the claim at the CMB.

The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

489 8/2/2014

THIS GENERATED EMAIL HAS BEEN SENT FROM  
<http://www.tsa.gov/contact/index.shtm>

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Remote Client IP: 10.238.90.252  
Date Time: 8/2/2014 5:29:02 PM

---

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 8/2/14

Dulles International Airport

Southwest Airline

Flight 2771

Comments: I was at the airport early, turned in my rental car and shuttled to the airport with plenty of time left (90 minutes). I got through ticketing, checking 7 bags between me and the 3 children traveling with me.

We entered the TSA security line, where only 2 agents were checking IDs against the tickets, and only 2 were running the conveyor belts and body scanners/metal detectors. We WAITED in a SLOW line. Right as we got to the checkpoint and the TSA employee had checked off my ticket with my license & initialed it, what I suppose was a person higher up than the one holding my ticket approached and told her to send everyone to the other end of the room where more lines were opening. However, instead of opening MORE, these 2 workers and lines now took over and the lines we had waited in closed. She asked the man if she could send us through, but he said no. So, all of the people in the line behind me and all of the people still coming down the escalators and getting in line were now IN FRONT of us as we made our way across the room. I again had to wait in a LONG and SLOW line. I even told her I was going to miss my flight, but he had told her to send everyone over, so she did. When I got thru the 2nd line, the TSA employee checking IDs even commented that I had already been checked off. I stated again that I had been sent over and was going to miss my flight. When I finally arrived at the gate, the plane was still there, but it had been "closed" so we couldn't board. My 3 kids and I were 4 of 8 travelers that missed that flight. There were no less than 6 TSA employees "milling" around, seemingly doing nothing. More lines should have been open to handle the volume of travelers. And I should NEVER have been rerouted through a second line--I would have made my flight had I been allowed to go through when the first employee checked my ID.

I had to travel to Chicago and then to Seattle, when my original destination was Spokane. Luckily I was planning to drive to Seattle tomorrow anyway, so I was able to change my plans. But my luggage went to Spokane and we went to Seattle!

I understand the reasons for the screening process, but I think that a modicum of common sense could be used. Open enough lines to handle the volume, be kind to each other--we are all human beings, and work more efficiently when tasked to do so. There is no excuse for there to be machines sitting unused and employees standing around not working.

490 8/3/2014

Dear Sir, Madam,

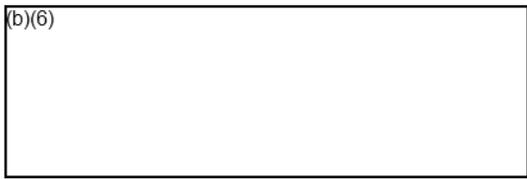
I am complaining about the destruction of my suitcase at the Dulles Washington airport yesterday 08/2/14; it was a Delsey suitcase I paid 200 Euros a few years ago; I was travelling on Business Class (UA915, seat 3D) from Washington to Paris; I had the key with me, and nobody, from your services or United Airlines advised my to keep it unlocked or gave any piece of advise.

I have been 28 times during the past 30 ans, and It is the first time I have a problem; I would like to know what can be done, as destroying a suitcase has an impact for the customer, and also for a citizen, even for security purposes.

Waiting for your reply,

Best Regards,

(b)(6)

A rectangular box with a black border, used to redact the sender's name and contact information. The text "(b)(6)" is written in the top-left corner of the box.

491 8/3/2014

Hello,

I want to give feedback regarding my experiences at Dulles (IAD) Airport. I fly for work frequently and almost always have a problem getting through the security line at IAD in less than 40 minutes. I am a priority member and go through the priority checkpoint, but then the customers are all funneled together into one security screening line.

During the summer, high tourist season, the families and casual travelers make it difficult for business travelers to get through the line efficiently. The security officers even send the general boarding lanes to the priority lanes, which actually makes the general boarding lines shorter than the priority lanes.

The other complaint is that there are usually only 2-3 security screening lanes open at one time. Considering the multiple lanes available for use, I am not sure why the lines are always backed up for 40 minutes or more when the security agents (or management) could open a new lane.

At other major airports I have found there is often a separate security screening lane for priority fliers. This helps keep the line moving with primarily business travelers. Dulles does not offer a lane like this which is frustrating during the peak travel season.

Other major airports also will sometimes provide a family lane, business/experienced traveler lane, and then a general lane. This way people can go in the lane they feel comfortable with. When I have seen these lanes they seem to be successful and make more people happy with their traveling experience.

I flew out of DCA for a long time prior to moving closer to Dulles; they have a priority screening lane and overall the wait time for priority members is shorter. I understand IAD is a larger airport, but it seems ATL, LGR, ORD and other major airports don't have the same security line problems as IAD. IAD has a bad reputation in the DC, Maryland, Virginia area and I think that is sad. I am giving this feedback in hopes it will help IAD organize their security lines and better manage customer expectations while traveling.

Thank you in advance for your consideration.

(b)(6)

492 8/4/2014

Caller flew from Washington Dulles and his luggage was inspected and there was 4 pictures and a CD that was broken and there was a notice of inspection card inside his luggage. Caller stated his laptop was scratched. Caller wants to know what can be done about the broken items in his checked luggage.

Advised caller TSA monitors concerns and complaints we receive to track trends on areas that may require special attention. Advised caller since he had a NOI inside his luggage, I can send him a claim form via email address, postal address or a fax. Caller wants the forms sent to his email address. Advised caller he will need to download the forms, print them out and fill them out and send to the CMB office.

493 8/4/2014

Caller flew in on Jetblue from Washington and there was an NOI in the bag. The computer screen is cracked and they didn't put it back the way she had it. She had it wrapped in some clothes.

Advised:

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller's email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at Dulles to notify them of what happened.

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it to the number on the form.

Airport where the incident occurred: Dulles

Airline: Jetblue

Flight numbers: 356

Date and time of incident: August 3, 2014, 100 pm

Baggage tag numbers: (b)(6)

Description of baggage: Nine West brand, tan or brown bag with square patterns, medium sized bag, wheels and a handle

Was there an NOI? Yes

Anything on the NOI? No

What terminal or gate? Gate B70

Individual's contact information email

(b)(6)

494 8/4/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Screening Current Date/Time : 8/4/2014

8:15:11 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of

Travel : 08/01/2014 7:30 PM Airline & Flight Number : Delta 1153 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I flew international KLM Flight 0651 from Amsterdam to Washington D.C. Dulles Airport. I then flew from D.C. to Atlanta (Delta 1153). I had a "Notice of Baggage Inspection" in my luggage. After unpacking, I realized a lot of souvenirs I had purchased were missing. The total was about 70e. The only time my luggage was not with me was when it was checked. What responsibility does the airline take in my loss? What recourse do I have to recoup any of my loss?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

495 8/5/2014

Caller is calling from the UK. She said her Aunt is in the US and her number is: (b)(6)  
 (b)(6) Her Aunt s name is (b)(6) She said there was no NOI in her bag. Her bag was locked and when she got to the UK the lock was gone. She said there was a slight open zip. She said she is missing her pink ipod touch and the case was dark blue and had rhinestones on it in different colors, 2 phone cases orange color and clear case with yellow around the rim. ALSO: She said she called the Lost and Found at Dulles and filed a claim with Virgin Atlantic. ALSO: She said it is not that she is seeking money or to get reimbursed. She said she wants the ipod touch back as it has a lot of sentimental value to the information on the ipod.

RESPONSE: I can take your flight information, report this incident for you and email you a claim form. Since there was no NOI in your bag, it might be that TSA never inspected your bag. TSA will investigate this form you. The agents could have forgotten to put a NOI in your bag. ALSO: I can give you the number to lost and found.

RESPONSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing ipod touch. Thank you for calling to let us know about the incident.

Date and Time of Flight: Aug 4, 2014 Departed 6:40 p.m. eastern  
 Gate or Terminal: A 32  
 Bag Description: Lime Green Case, Large Size, Soft Sided, 2 Wheels  
 Bag Claim Number: (b)(6)  
 Airline: Virgin Atlantic  
 Flight Number: VS 22  
 Airport: Dulles to Heathrow  
 Email: (b)(6)

496 8/6/2014

Feedback Type : Civil Rights/Liberties  
 Categories : Parental Status; Color  
 Current Date/Time : 8/6/2014 7:01:53 AM  
 Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/05/2014 4:00 PM Airline & Flight Number : us 2775 Checkpoint/Area of Airport : 9 TSA Employee: (If Known) : (b)(6) Comment : I miss my flight and I had to stay for 25min because I had a baby vaseline on my baby package. The three agents said it was ok to let me go but (b)(6) wanted to extra sreen by touching me all over my body and she made feel like I was in trouble. I just want to know why (b)(6) was so arrongant while the three of her Co worker were ok to let me go.She made it like a scene.  
 Would you like a response? : True  
 Passenger's Name : (b)(6)  
 Phone Number :  
 Email : (b)(6)  
 To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

497 8/6/2014

Please be advised that I intend to file a written complaint against the behavior of Officer Westmoreland at Dulles International Airport Checkpoint 23/24 because he detained me for no reason at about 10:35am on Wednesday, August 6. This complaint may be broadened to include Supervisor Woodbridge. Please ensure that all tapes from this checkpoint are preserved for use in a hearing, which I intend to request. Thank you.

(b)(6)

498 8/6/2014

Feedback Type : Complaint  
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/6/2014 2:26:02 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/04/2014 6:00 PM Airline & Flight Number :  
Checkpoint/Area of Airport : PreCheck  
TSA Employee: (If Known) :  
Comment : At the IAD PreCheck line (only one of the two lines was open), I sounded the random alarm indicating the need for a hand swab. I have no issue with this. I do have issue with the fact that it took over 7 minutes for a TSO to arrive in order to conduct the hand swab. During this time, another passenger received the random alarm and waited with me. Two TSA employees were chatting at the supervisor desk just beyond the check point, one was working the metal detector, and one was working the baggage screening machine. I don't know how you can have the line open at all if there is no TSO readily available to conduct any required secondary screenings. Moreover, the TSO on duty (who should be easy to find given that there was apparently only one) was extremely discourteous and made no apology for the delay. Clearly there is a TSO staffing issue at this checkpoint at this time period.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number : (b)(6)  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

499 8/7/2014

Caller wanted to make a complaint. She stated that the gentleman taking the bags at security was rude to her mother. She said that they went to the airline and checked in and then they had to carry their checked luggage off to the side and hand it to the gentlemen. She said that he was an older African American gentleman and she thinks he had on a blue shirt. She did not get his name. She said that her mother was putting the handle of the luggage down when the gentleman yelled at her and told her not to put the handle down. She said that he was mumbling under his breath and basically called her mother stupid. When she arrived at her destination she had an NOI. She was going to her sons wedding. She had 6 small jars of honey that were wrapped and in a box. At least one of the jars was opened and was no longer vacuum sealed. None of the honey was put back in the box and it rolled around in the luggage. She said that the one that was not sealed spilled in her luggage. Her dress and her clothing was covered with honey. She did not want to file a claim.

Airport - IAD

Airline - United Airlines

Flight Numbers - 403

Departure Times - 8:08 am

Arrival Times - She arrived at IAD at 5:30 am

Date And Time of Incident - 7 30 2014

Baggage Tag Numbers - Does not have

Description Of Luggage

Color - Bright Green

Style - Duffel Bag

Size - Medium

Brand - Does not know

Was There An NOI - Yes

Was Anything On The NOI - 241 was handwritten on the NOI.

Location Of Incident

Gate - C12

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved (b)(6)

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

I advised her that when she checks the luggage with the airline it is put on the conveyor and x-rayed. I told her that if the luggage sets off an alarm then TSA opens and inspects the bag.

I advised her to contact the airline about the rude employee.

I told her that she can file a claim for the damaged items if she wishes to.

I advised her that I would forward her record to the CSM at IAD for review.

500 8/7/2014

The caller traveled yesterday 8-6-14, on United 225 from Dulles to SFO. The caller checked their bags at approximately 8:30PM. The caller received a NOI in their checked luggage and they are missing a camera. The caller stated that the camera was in a camera bag. The bag was left in the bag but the camera was missing from the bag. The caller's baggage tag number was (b)(6). There was nothing written on the NOI. The bag was a carry on sized green TAG bag and it was soft sided. I apologized to the caller for the missing camera and advised her that I would forward the information to the CSM at IAD. I advised the caller that I would also forward to her a claim form so that she could file a claim for the missing camera.

The caller stated that her husband was devastated over the loss of the camera. I advised the caller that items that were left behind during the course of screening were turned over to the appropriate lost and found. I advised her that she could phone there to see if it was there.

Washington Dulles International Airport  
703-662-2234

501 8/7/2014

The caller indicated that she traveled today from IAD to Chicago to SDF with United. Her checked baggage was physically inspected. Items were in disarray and not repacked as she had them resulting in damaged items. NOI was present with nothing indicated.

She indicated that she originally departed from London.

She asked how to be reimbursed.

TSO are trained to exercise great care when they inspect a bag to ensure that items are returned in the same condition as they were found and I apologized if that was not the case.

The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed.

TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

502 8/7/2014

If you designate specific lanes for electronic boarding passes please make sure that those lanes are specifically marked.

I reached the officer doing the screening and he tells me that he cannot check my boarding pass because he does not have a scanner. This information would have been more useful before I spent the time in the line and got back to the end of the correct one.

/r

(b)(6)

-----  
Sent from my iPhone

503 8/7/2014

Caller is calling on behalf of her boss and he is a global entry member. Caller stated her boss is flying from Washington Dulles on Porter Airlines. Caller wants to know why her boss isnt getting selected for precheck.

Advised caller the following information:

Advised caller for her boss to be eligible for precheck he has to be flying on a participating airline out of Washington Dulles. Advised caller the precheck program and global entry are two different programs.

504 8/8/2014

Caller flew last night and they had a carry-on they had to place in checked luggage in Iran. The caller had \$3100 missing from their checked bag and there was a NOI inside of the bag. They flew from Iran into Washington. They then flew from Dulles to SFO.

Advised caller : TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger’s belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight Information to follow :

Airport	IAD
Airline	United
Flight #	644
Date - Time	Aug 7, 14 4:45pm local time
Baggage Tag #	(b)(6)
Baggage Description	Black zip carry-on size bag. Red label on the handle.
NOI	Nothing
Contact Info	(b)(6)

505 8/8/2014

Respected Sir/Madam,

Reference: My Travel from Washington DC (DAI) to Qatar on 31/7/2014 10.30PM

I was on a short visit to DC on visit for 8 days starting from 25/7/2014 to 31/7/2014.

During my above referred visit/travel, i had one checked in baggage (small one close 14KG), that was subject to inspection by TSA. I really appreciate the standard process of TSA and understand that it is for our safety. I did receive a notice from TSA inside my baggage with broken lock as well.

However, i was shocked to note that the lock-broken baggage was broken was left open, exposing the baggage completely for the loss. I was having my laptop within the checked in baggage, and if it was lost, who will be responsible for? the Qatar Airlines or TSA?

Do TSA have the right to put the passengers property at risk? As a responsible agency, i feel it should be an obligation to at least put a thread lock/tag lock to any baggage that is subject to inspection by breaking the lock, so that contents of the baggage will be safe.

I would appreciate if you can confirm that this was an isolated case or it is normal practice. if it the normal practice, i would request the agency to ensure that the relevant policy and process are re-looked so that safety and passenger risk both are equally protected.

Thanking you.

yours truly

(b)(6)

506 8/8/2014

Caller stated that she flew from IAD today and she left her money belt at the checkpoint. Caller stated that she has tried calling the lost and found all day and she has not been able to reach anyone which has made her upset. Caller is wanting to know what can be done about this.

Advised caller:

I can forward this to the CSM so they are aware of the missing item and can look in to this.

Airport: IAD

Airline: Eithopia airlines

Flight number: ET 500

Date and time of incident: 08 08 2014 09:00 am

Luggage description: It was a white money belt, the ones that are worn under the clothing. It contained her money, credit cards, drivers license, insurance cards.

Gate or terminal of incident: International wing and she thinks it was the united terminal.

The lost and found number is:

Washington Dulles International Airport

703-662-2234

507 8/9/2014

Caller flew from IAD on Virgin Atlantic and her luggage was inspected with an noi and she is missing jewelry and her luggage was damaged. She wants someone to find her jewelry.

I do apologize for your experience. What I can do for you is send you a claim form so you may file for reimbursement, would you like me to do that? I can have your claim forms to you in 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident.

Caller asked for my name and i gave it and Event Id number (b)(6) She also request a call back from the CSM at IAD.

Airport: IAD

Airline: Virgin Atlantic

Flight#: VS22

Date: 8 5 2014

Time: 6:40 PM

Baggage#: (b)(6)

Gate: A32

Terminal: NA

NOI: Yes

Description: Black duffle bag on wheels

508 8/9/2014

I apologize for not being more explicit.

I was in line at Dulles airport (IAD) to submit my electronic boarding pass (on my iPhone) and photo ID to a TSA officer. There was a TSA officer directing traffic at the time.

When I reached the officer, he informed me that he could not scan my boarding pass because it was an electronic one and that I had to go the end of the line that was next to me (that had the scanner) and start over. This was unhelpful and cost me time.

Please ensure that all officers who scan boarding passes and check photo ID have the scanners available. If it is not possible to provide all officers with a scanner for electronic boarding passes, please make sure that the lines that accept electronic boarding passes are clearly marked.

/r

Jay

----

Sent from my iPhone

Thank you for your e-mail regarding special passenger screening lanes.

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities. Airports are responsible for security of airport access, and air carriers are responsible for identifying passengers, controlling gate access, and controlling baggage before and after screening. In addition, air carriers are responsible for passenger lines up to security checkpoints and, therefore, may choose various ways to manage these lines. Some airlines have chosen to create separate lines for their first-class, frequent-flyer, and business-class passengers. TSA does not regulate this practice, nor is it a policy that TSA endorses.

If you have questions regarding an airline's practices, we encourage you to contact them directly. If the airline has not satisfied your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at [\(202\) 366-2220](tel:(202)20366-2220) (TTY [202] [HYPERLINK "tel:366-0511"366-0511](tel:366-0511)). You may also fill out and submit an online complaint form at <http://airconsumer.ost.dot.gov/escomplaint/es.cfm> or write to:

Aviation Consumer Protection Division, C-75  
U.S. Department of Transportation  
[HYPERLINK "x-apple-data-detectors://3"1200 New Jersey Avenue, SE](#)  
[HYPERLINK "x-apple-data-detectors://3"Washington, DC 20590](#)

At some airports, travelers may notice lanes reserved for participants of TSA's passenger pre-screening initiative, TSA Pre<sup>®</sup>. For more information, including a list of

participating airlines and airports, please visit <http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2>.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer. --  
Begin forwarded message:

From: (b)(6) <HYPERLINK "mailto:(b)(6)">  
Date: August 7, 2014 at 1:31:23 PM PDT  
To: "HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov" <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov">  
Subject: Signage at IAD for ID/Boarding pass check

If you designate specific lanes for electronic boarding passes please make sure that those lanes are specifically marked.

I reached the officer doing the screening and he tells me that he cannot check my boarding pass because he does not have a scanner. This information would have been more useful before I spent the time in the line and got back to the end of the correct one.

/r

(b)(6)

-----  
Sent from my iPhone

509 8/10/2014

Caller: Caller states him and his daughter were flying out of Dulles and he was prechecked and she was not and was informed that she can go with him through the precheck line by two people that was not TSA employees. Caller states he went through the precheck line first and was only 10 feet away from her during this incident. Caller states that his 21 year old daughter was attacked by the tsa people when she arrived at the precheck line by being accused of jumping line and the man got face to face with his daughter and asked her if he was wearing the same uniform as the person at the end of the hall that informed him that his daughter could go through the precheck line with him. Caller states these people were the ones that checked id s. Caller states he was informed that he could not go with his daughter through the regular line because his baggage was already sent through the precheck checkpoint. Caller states that when he walked up to check on his daughter during the altercation the lady that accused her of jumping line walked away. Caller states the man at the end of the hall was not a tsa employee. Caller states there was a supervisor there that saw the entire incident and knew she did not jump the line but did not help her in this altercation.

Response: Informed caller that if his daughter had be 12 years old or younger she could have went through the precheck line with him. Informed caller The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Informed caller our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Informed caller he can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Informed caller that I have the incident documented and I was going to forward this complaint to the CSM at Dulles for him.

Airport- Dulles

Airline- American

Flight number- Not provided

Date and time of incident- 08-10-2014 1:30 pm

Baggage and tag numbers- Not provided

Description of baggage- Not provided

Was there and NOI- Not provided

Anything on NOI- Not provided

Specific location of incident- Precheck lane

Contact information (phone number or email)- (b)(6)

510 8/10/2014

Caller said he traveled yesterday from Ethiopia to Dulles and that he is missing 3 shoes. He said he got a noi inside the bag and he requested that we email the claim form to him.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised him that TSA is only inside the US.

511 8/10/2014

Caller placed his gold chain with a ring hanging from, his Precheck approval letter, and his passport in a separate tray. After he passed through security all that was in the bin was his passport. He wants assistance locating his gold chain and ring as well as his Precheck letter. He says he has a copy of his letter, but was concerned about someone trying to use it. He arrived from an international flight and then was processed through TSA security and went through the Precheck line.

Airport: IAD

Airline: United

Flight Number: UA4234

Description: This was his mother s ring and was hanging from a gold chain. On the inside of the band is an inscription with his mother and father s initials as well as their wedding date.

Gate: 4C

Date and Time: 08 10 14 approximately 11 a.m.

Advised caller:

Advised caller that he can call lost and found to find out if this has been found and placed there. They may not be open today, so if not call in the morning.

I will send this to the CSM, so that they may look into the situation for him.

I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office processes these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

[http: www.tsa.gov traveler-information airport-lost-found-contacts](http://www.tsa.gov/traveler-information/airport-lost-found-contacts)

Washington DC - Loudoun County Virginia

Washington Dulles International Airport

703-662-2234

512 8/11/2014

Caller stated that her checked luggage was opened and one of her hand bags that was inside was missing out. The bag that was missing is a smaller black leather coach bag and it was inside the bigger luggage and there was a NOI inside. She wanted to get this back or see what happened to this.

Departing: Dulles

Arriving: Mexico

Airline: United

Flight #: 1154

Baggage #: (b)(6)

Bag Description: Blue Roller bag

NOI: Yes; no writing or stamp

Time and Date: 3 AUG 2014 @ 857am

CCR informed her:

This information will be forwarded to the CSM for additional assistance and a claim for will be sent via email within 24 hours. This will needed to be printed off and filled out then sent back to the POC that is listed on the form.

ID Date Added\_Date Only Contact Details

513 8/11/2014

Caller: Caller states he found a NOI inside his bag when he flew from DC yesterday and the top part of his bag was broken off and asking what can he do.

Response: Informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at Dulles for him.

Airport- Dulles

Airline- United

Flight number- UA 1085

Date and time of incident- 08-10-2014 4:15 pm

Baggage and tag numbers- (b)(6)

Description of baggage- Grey rolling suit bag

Was there and NOI- Yes

Anything on NOI- No

Specific location of incident- C9

Contact information (phone number or email)- (b)(6)

514 8/11/2014

-----Original Message-----

From: Claus [mailto:(b)(6)]  
Sent: Monday, August 11, 2014 5:59 PM  
To: TSA-ContactCenter@dhs.gov  
Subject: Request for repair of TSA Damaged suitcase

Dear TSA Contact Center,

This is to inform you about damage to the inside of my suitcase as a result of TSA inspection late Friday evening, May 8 2014, on flight UA 861 from Dulles Airport (IAD) to São Paulo (GRU).

When inspecting my Rimova suitcase (with TSA enabled locks, so there was no damage to the locks) the inspectors damaged the inside closing mechanism for the divider that prevents the items from falling out when the suitcase is opened. This was the section that had most items for the trip. The attached photo shows the damage (broken hook), as a result of not knowing how to open/undo the divider properly in this kind of suitcase (see attached photograph).

I would therefore appreciate if you could let me know how to claim for the repair of my suitcase.

Sincerely,

(b)(6)

Phone: (b)(6)

Attachment:

Baggage claim (b)(6)

NOI also included.

515 8/12/2014

Caller traveled from Jamaica to IAD (her connection) on July 30th at 9 pm. She was going through security with her baby. She was running late and told the female TSO that she had Pediasure and fluids in the bag. The lady took the bottles out which she found to be strange anyway. She told the TSO to throw away the pediasure and water in the sippy cup but she told her that she wanted the cup. She told the TSO to pour it on the floor because it was late at night and these were the last flights. She had a child in one hand. The female TSO snatches the cup away from her and the caller tried to take it back so water went flying. At this point the TSO thought the machine was broken. The caller said she was not trying to be disrespectful. The action of the TSO could have caused her to drop her baby. She calls over her supervisor who is a big jerk. She also had a 14 year old with her. The TSO tells him something and then the supervisor said they are calling the police. He never told her to be seated or anything. She was told that this is because she attacked the TSO. She told the supervisor that his TSO snatched the cup. The police were called. The police thought this was stupid and wondered why they were even called. The security officer asked for her passport and she asked why and the supervisor told her he has the right to do this. He even said to the police to see how the caller is acting. She asked the supervisor for his badge number and the information of the female TSO who snatched her cup. The female said she was not giving them anything. Everyone witnessing this was surprised including the police officer who could not believe this either. She was embarrassed and she asked to see video footage.

She was flying with United but missed the flight.

She did finally get their information. The supervisor is (b)(6)

The female TSO was (b)(6)

I apologized to the caller and told her that our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

516 8/12/2014

Caller:

Caller s wife and son are flying from IAD to ORD with United. His son is autistic.

Response:

I told him that we do not have direct contact besides the CSM at the airports. His wife needs to ask for a PSS.

517 8/12/2014

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/12/2014 7:17:23 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 08/12/2014 Airline & Flight Number : United

Checkpoint/Area of Airport : Main TSA Employee: (If Known) :

Comment : At 7 am you should have more than one scanner open It is embarrassing

Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

518 8/12/2014

Yes, I have "questions, comments, and concerns" about the way I was treated by your agents when I went through security check at Dulles airport on 5 Aug. to catch my 9:25 pm Air France flight to Paris. I was headed for security check when one of your agents randomly stopped me for a hand check. Mind you, why he picked me I'll never know--I am a small 68-year-old woman who hardly looks the part of a terrorist (I've never in my life even gotten a traffic ticket). Was it because I was an elderly woman traveling alone (I have a vacation house in France to which I was traveling ahead of my husband)? Does that make me suspicious? When I asked your agent why he stopped me, he laughingly replied that I looked "nice" and probably wouldn't get mad about being stopped. That's the criteria you instruct your agents to follow when doing random checks--to pick on someone who looks "nice"?!! Anyway, he said the hand brushing showed I had a "suspicious" substance on my hand and he said he had to summon someone to take over my security check. Now, what this suspicious substance was I am nonplussed to imagine--unless it was the tuna fish salad sandwiches my husband and I had eaten out in the parking lot before I went to catch my late-evening plane. I really think the result really must call into question the effectiveness of your hand swipe test (although frankly I don't know of anyone else in my acquaintance who has had their palms checked at an airport).

Well, to get on with things, it took quite some time for a female agent to show up, and when she did she acted as if I was some sort of suspected criminal, and refused to say much about what she was doing, or answer any of my questions, or make any effort to reassure me at all that it probably was some mistake and that I shortly would be on my way. I was doubly upset because I had my beloved pet dog on that flight (checked in as "baggage") and I was very very afraid he would get sent onto Paris without me. Instead your agent took me various places, one place where someone ran my passport to make sure I was not on some suspected terrorist list, I guess. But when this woman and another of your female agents took me into a little room that I couldn't see out of, I got really scared--had I had any kind of heart condition I might have had a cardiac arrest right then and there! I am used to being body checked at airports because I have a metal plate in my leg and screws in my elbow from a riding accident I had some years ago--but this much body checking I have never before experienced. Next, your agent took everything out of purse and carry-on and brushed something over every single item I had with me, including my smartphone, which, when next I tried to open it up showed some sort of weird icon on the screen so that I was afraid your people had done something to it. When finally, I was let go, having nothing on my person that could possibly justify this total miscarriage of authority on your agency's part, I was totally beside myself, and still worried about my dog. I have never in my life been treated like a criminal in this way!! Of course I figured your people would be dragging my one suitcase off the plane in order to check that, however, I never thought they would show such a complete disregard for the contents (which, incidentally, contained only my clothes and packages of dog treats). When I opened my suitcase at my house in France my things looked like a tornado had passed through them, everything thrown back willy-nilly, without anyone having shown the least care to be "nice" about putting things back even half neatly.

As a law-abiding American citizen and retiree, I am still smarting from the treatment I experienced at the hands of your agency. I feel like sending an open letter to the AARP and everywhere else I can think of in order to complain of your heavy-handed tactics. To be treated as a criminal for no good reason other than that some questionable hand swipe test turned up evidence of what--an excess of mercury from tuna fish salad?--was simply unforgivable. Who, exactly, are you keeping our skies safe from--elderly

little grannies? Shame on you!

Sincerely! (b)(6)

519 8/13/2014

Caller just arrived home and his baggage was opened and there was a NOI, he had a a new Mac Book Air and it has been opened and the seal has been broken. He stated that it is damaged and now he can not take it back to the Apple Store. He is needing to get this resolved within 4 days.

Date and Time of Flight 8 12 14 @ 10:25 pm

Departure Airport: Washington Dulles

Airline: Brussell Airline

Flight #: SN 516

Description of Bag: Beige

Item: Mac Book Air

Baggage Claim #: (b)(6)

Told caller that I regret that this was his experience and he had damaged items, TSA we do monitor the number and nature of complaints to track trends and spot areas of concern that may require special attention and I would send him a claim form via email and he should receive that within 24 hours and he would need to fill it out and send it back to the CBM. Told caller that once they receive that they will sent him a acknowledgement letter with a claim number and he would need to keep the claim number to be able to check the status of his claim. Told caller that the information on the claim form will be for the CMB and he can be in contact with them. Also told caller that I would forward this information to the CSM to let them be aware of the situation.

520 8/13/2014

Upon returning home from Europe - Copenhagen to Washington Dulles my checked suitcase was serached. I know this as a form was placed inside my suitcase.

After closely watching our purses in Europe as we were told "watch out for the pickpockets" - 'm now on my own turf, so why did the TSA Agent at the dulles Airport have to steel my money that was put in a zippered compartment of my suitcase?

I will from now on NEVER check my suitcases.

(b)(6)

Orlando, FL

521 8/14/2014

Caller got his bag back it was misrouted and it was opened for inspection. He is complaining that none of the clips were closed and nothing was put back. His zippers was damaged and he is upset that you can not respect peoples belongings and take better care of how you treat them. He flew from Manila to Japan to Dulles then onto Columbia SC. He had a NOI in his bag as well, caller also stated that his TSA lock was broke as well. He is wanting to let everyone know that this is not acceptable and something needs to be done about it.

Date and Time of Flight: 08 13 14 @ 5:00 pm

Airport IAD

Airline: United

Flight #: 5737

Baggage Claim: (b)(6)

Description of Bag: one bag inside another dive bag is a mesh (Military Duffel Bag)

Told caller that we do monitor the number and nature of complaints that we receive to track trends to spot areas of concern that may require special attention. Told caller that I would send him a claim form and also forward this to the CSM to let them be aware of the situation. Told caller that we do regret that this was his experience.

522 8/15/2014

Caller lost a small bag from his main bag. He flew from Dulles to Boston. He had his Saudi Arabian passport and Visa V1 and V2 and some other items that are not important. He flew United flight number ua1648. He needs to find these because he will have a problem traveling without them.

Airport:Dulles

Airline:United

Flight Number:1648

Date and Time:August 14th at about 8:42 pm

NOI:Yes

Baggage Claim Number:(b)(6)

Description of Bag:It is a small and black and the brand is Cat

I apologized to the caller and told him that it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination.

I gave him the lost and found to Dulles in the event the item was left out by mistake Washington-Dulles International

703-662-2234

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

I told him he may also want to call the airline to see if they can investigate the matter on their end and he also may want to contact his consulate.

523 8/15/2014

Caller and his wife flew from Switzerland to Dulles to Denver. One of his suitcases was inspected. One lock was missing and one lock came off when he took it off the carousel. There was a NOI in his bag. He said that this is completely sloppy work and he knows that it is TSA because his bag arrived in Denver with one of the locks still on it and the other one left open and the velcro straps he had on his bag was not replaced correctly.

Airport:Dulles

Airline:United

Flight Number:1238

Date and Time:August 14th at 1 pm

Terminal or Gate:C

NOI:Yes

Baggage Claim Number:(b)(6)

Description of Bag:It is brown canvas with wheels with a zipper at the top and it is shaped like a carpet bag.

Name of Person involved:(b)(6)

I apologized to the caller and told him that it is important to keep in mind that your bag would have been screened in Switzerland and by Customs as well as TSA and handled by the airline.

I told him that the two TSA approved locks are Safe Skies and Travel Sentry. We have passkeys to these locks but foreign countries may not. To learn more about TSA approved locks, please visit [www.tsa.gov](http://www.tsa.gov).

Travelers who are interested in TSA's claims process or TSA-recognized locks may learn more by visiting our Web site at [tsa.gov](http://tsa.gov).

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

524 8/15/2014

Caller flew out Dulles to Boston and checked his luggage in around 9:00pm with United Airlines. There was a NOI in his luggage and he is missing a small bag that contains his old passport and an American Visa and international drivers license. He is needing to retrieve the bag since it contains his visa and drivers license. He stated that he is not able to go back to Saudi Arabia without the passport without getting in trouble.

I am sending claim forms to him so he can file a claim for reimbursement for the missing bag.

I provided him with the contact information for the lost and found to see if his bag was turned in by our officers.

Dulles  
Washington-Dulles International  
703-662-2234

He requested to speak with the CSM at Dulles so I provided him with the contact information for the CSM.

Name: (b)(6)  
Phone: (b)(6)

525 8/16/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/16/2014 12:56:05 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/13/2014 12:30 PM Airline & Flight Number : United Checkpoint/Area of Airport : Screening area TSA Employee: (If Known) : Unknown Comment : In the security line I was with and behind a group Chinese school students. - can't remember exact time, but around 10:00 - 10:30 a.m. When the first five students reached the area where items are placed in plastic bins for screening, the students complied, but apparently did not know that they had to push the bins up to the moving conveyor into the x-Ray machine, so they left them sitting there and moved over to the screening line. At that a large TSA employee - body builder type, stocky, young, very, very short red hair - and literally yelling at these teenage girls, who obviously did not understand English, to push their bags forward. The girls looked at each other, uncomprehending. The agent then yelled even louder, being of the school that the louder you yell at a foreigner the easier it will be for them to understand. Getting no response from the bewildered girls, the TSA agent gave a frustrated scowl and then grabbed the bins one at a time and very roughly tossed them on the shelf below before stomping away in a snit. The confused girls stood there for a minute until they observed the next passenger in line push his bin onto the conveyor, whereupon they got out of the screening line and placed their bins where they were supposed to be. Unfortunately, there were about seven or eight people in front of me and all I could do was watch this TSA idiot in action and could not assist. I and the people around me could not believe how rude and churlish this public service employee was. Aren't TSA employees supposed to help passengers. This particular employee truly epitomized the "ugly American", and I was embarrassed for both myself and my country. A little public relations and people skills training seems in order.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

526 8/17/2014

Caller flew from Europe to Washington Dulles then to Pittsburgh on United Airlines.. Caller stated her luggage was inspected and the caller wants to know if she is allowed to bring shampoo in checked luggage. Caller wants to know what can be done about the damage to her luggage.

Advised caller the following information:

Advised caller TSA isnt the only one that has access to her luggage. Advised caller I can send a claim form. Caller wants the forms sent to her physical address. Advised calle to allow 10-15 business days to get the forms.

527 8/18/2014

Calling in because she just returned to Honolulu from a trip from VA. The caller left from Dulles and traveled to Honolulu. The caller received an NOI in her bag and she is missing clothes from her luggage. The caller states that the zipper of her luggage was not closed all the way. The caller states all the clothes that she packed with her are missing, but nothing else.

We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport - Dulles

Airline - American

Flight Number - 1109

Date and Time - 08 17 flight left at 8am

Baggage Tag Number - (b)(6)

Description - black luggage with blue ribbon on the handle with wheels

NOI? - Yes

Anything On NOI? - No

Location (Gate or Terminal)

528 8/18/2014

Caller completed the enrollment for Precheck March 2014. He and his wife have their numbers. His wife has Precheck and he does not. They use Expedia and have verified his information. He stopped at the TSA desk at IAD and he has checked with United as well. His KTN is (b)(6). His Precheck approval letter has (b)(6), but his airline reservation just has (b)(6). He says that when he puts the full middle name it combines it with the first name.

Advised caller:

His name is the issue. If he will have the airline update this to the full middle name, this should solve his problem. The airlines do omit the space when the tickets are printed, but as long as they are separate in the actual reservation this is alright.

529 8/18/2014

Caller is wanting information for her friend who flew into the US (Dulles) and had 2 electronic devices with her. One of the electronics had a dead battery and could not turn on at the checkpoint so the officers pulled them and her to the side. The officers did ask her to turn these on and told her about checked baggage but since she didnt have time she left without them and is now trying to get these back. She isnt american and her english isnt that good, so that is why her friend (caller) feels that this was not fair to do. The caller also wanted the lost and found office to speak to someone to see if these were turned in there.

CCR informed her:

During the security examination of carry-on luggage, airport authorities abroad may ask that travelers power up their electronic devices (e.g., telephones, tablets, e-books, and laptops) and or demonstrate the item's functionality. If a traveler is unable to power up their device, it will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that will not power up and or do not function may place them in checked baggage or ship them to their destination.

Since she did not want to wait to check the items so she left the electronics at the checkpoint to make her flight in time. Since she left these they are considered Voluntarily Abandoned Items and those are Not Retrievable.

upon request, she was provided with the lost and found office to Dulles;  
Washington Dulles International Airport  
703-662-2234

530 8/18/2014

Sirs,

I have travelled to the US for vacation with my wife and daughter for 3 weeks, ending yesterday. My wife and I are frequent travellers to the US. We flew back to France from Washington Dulles yesterday, Sunday August 17, at 4:15 pm, on Air France 039. We checked in our 3 suitcases at around 2:30 pm.

All 3 suitcases have been "randomly inspected" and opened, as you put it. My wife's suitcase, a large black hardcase Samsonite, has been opened, AS IT HAS BEEN SYSTEMATICALLY for the last 7 or 8 trips to the US. The lock being of course forced and broken from the first time. Call it random if this pleases you. For the nth time she had to suffer the embarrassment and intrusion of a foreign person into her personal belongings.

To add to the nuisance : my wife's garments were very carefully and visibly carefully arranged. Her dresses carefully folded and placed.

We found everything at random, disorderly put back, none in their original pleats. Permanently creased now. All good for the cleaners.

To add further : she was carrying a frame painting. The painting has been taken out of the frame ! Did your officer suspect that she was hiding forbidden items between the painting and the glass ? Drugs ? Explosives ? The frame is now broken.

This practice of searching checked items is excessive. Abusive. Hurtful. Hostile. If it were done randomly, it would be barely admissible. The way it is done to my wife : unacceptable.

This puts a sad and hurtful ending to an otherwise pleasant trip. Ridiculous and unnecessary.

(b)(6)

531 8/18/2014

For your review and action as deemed appropriate.

Sincerely,

DHS TRIP

From: (b)(6)  
Sent: Thursday, August 14, 2014 1:02 PM  
To: trip@dhs.gov  
Subject: Recent screening

I recently traveled from Dulles to Sacramento and was upset at the actions of a screener. I am a "little old lady" using a wheelchair to get through airports. On the day in question I was returning home following my husbands funeral at Arlington. The flag I received could not fit in my suitcase and was in the basket of the wheel chair.

Th screener in question never asked about the flag, just grabbed it and was going to unfurl it to go through the X Ray machine. Fortunately another screener knew what the flag meant and stopped the action.

I would like the issue addressed so no one else experiences this in the future.

Thank you

532 8/18/2014

I attach the emails I have had with United Airways part of which covers the damage to a case and the forcible removal of the lock. They now say after a long delay that this is not their problem. The case as to be replaced and a new lock purchased. Please advise how I can make a simple claim for the damage?

(b)(6)

Dear Mr. (b)(6):

Thank you for contacting United. We appreciate your patience with our delay in responding to you.

We do regret that you report a broken lock on you suitcase when traveling with United.

Unfortunately, this is not a United issue and please contact the Travel Security Administration via their website at [HYPERLINK "http://www.TSA.gov/"www.TSA.gov](http://www.TSA.gov) for any resolution this issue.

Again, thank you for your patience and we hope to welcome you onboard a future United flight.

Regards,

(b)(6)

Customer Care

Original Message Follows:

-----

I am still waiting for a reply regarding the damage you caused to my suitcase. It may only be a small amount to you but the cost of a new case and lock have to be met and as the damage was caused when the case was in your care I expect you to reimburse me for theses.

I expect a reply without any more delay.

(b)(6)

----- Original Message -----

From: "(b)(6)" <[HYPERLINK "mailto:\(b\)\(6\)@united.com"](mailto:(b)(6)@united.com)>  
To: "[HYPERLINK "mailto:CustomerCare@united.com"](mailto:CustomerCare@united.com)CustomerCare@united.com" <[HYPERLINK "mailto:CustomerCare@united.com"](mailto:CustomerCare@united.com)>  
Sent: [HYPERLINK "calendar:T7:Monday, August 04, 2014 12:20 PM"](calendar:T7:Monday, August 04, 2014 12:20 PM)Monday, August 04, 2014 12:20 PM

Subject: Re: United Airlines Case ID # HYPERLINK  
"tel:7856063"7856063(KMM19313285V26467L0KM)

> As you will see I sent you an email on 21 June about the damage caused  
to  
> one of our cases when it was in your care but you have not resounded.  
>  
> I did expect a reply as the company seems to pride itself on its  
customer  
> care.

> I look forward to hearing from you without further delay.

> (b)(6)

> .----- Original message -----

> From (b)(6) <HYPERLINK "mailto:(b)(6)">  
> Date: HYPERLINK "calendar:T7:21/06/2014 14:18"21/06/2014  
14:18 (GMT+HYPERLINK "calendar:T1:00:00"00:00)  
> To "HYPERLINK "mailto:CustomerCare@united.com"CustomerCare@united.com"  
<HYPERLINK "mailto:customer care@united.com"customer care@united.com">  
> Subject Re: United Airlines Case ID # HYPERLINK  
"tel:7856063"7856063(KMM19313285V26467L0KM)

> You have not acknowledged the damage to our case. The lock was forced  
off  
> although it was TAC approved. We can no longer lock the case and will  
have  
> to buy a new one together with a lock. When we finally arrived at  
Dulles  
> airport everything was closed and there was only 1 immigration window  
open  
> for non USA travellers. We could not report the damage caused. I need  
to  
> make a claim against United Airways for a new case and lock totalling  
£60.

> I can send a photo of the damage if needed.

> I look forward to hearing from you.

> (b)(6)

> ----- Original Message -----

> From: "HYPERLINK "mailto:CustomerCare@united.com"CustomerCare@united.com"

<HYPERLINK "mailto:customer care@united.com"customer care@united.com>  
> To: <HYPERLINK "mailto:(b)(6)">  
> Sent: HYPERLINK "calendar:T7:Saturday, June 21, 2014 12:56 AM"Saturday, June 21, 2014 12:56 AM  
> Subject: United Airlines Case ID # HYPERLINK  
"tel:7856063"7856063(KMM19313285V26467L0KM)  
>  
>  
>> Dear (b)(6):  
>>  
>> Thank you for contacting United. We appreciate your patience with our  
>> delay in responding to you.  
>>  
>> Please accept our apologies for your frustrating and unpleasant  
travel  
>> experience when delayed in Heathrow on June 2.  
>>  
>> Please know that United recognizes how important it is to you to get  
to  
>> your destination on time, and we never want to disrupt your travel  
>> plans. Our goal is to achieve the highest level of on-time  
performance  
>> whenever possible with safety always being our number one concern.  
>> Unfortunately, our industry faces a number of daily challenges that  
>> affect our operation like equipment repairs, poor weather or air  
traffic  
>> control issues.  
>>  
>> However, when a flight delay or cancellation disrupts your travel,  
our  
>> employees should be attentive to your needs and make every attempt to  
>> minimize the inconvenience to you. Our staff certainly could have  
done  
>> more to acknowledge the situation and to better assist you.  
>>  
>> We hope to serve you again soon but under much better travel services  
>> provided by United. Thank you for flying with us.  
>>  
>>  
>> Regards,  
>>  
>> (b)(6)  
>> Customer Care  
>> Case ID # HYPERLINK "tel:(b)(6)"  
>>  
>>  
>>  
>>  
>>  
>>  
>>  
>>  
>> Original Message Follows:

>> -----  
>>  
>> Submitted: HYPERLINK "calendar:T7:6/3/2014 3:09:49 PM"6/3/2014 3:09:49 PM  
>> Remote Host: HYPERLINK "http://98.218.181.243/"98.218.181.243  
>> User Agent: AppleMAC-Safari  
>> Signed In: No  
>>  
>> Name: (b)(6)  
>> E-mail Address: HYPERLINK "mailto:(b)(6)"(b)(6)  
>> Home Phone Number: HYPERLINK "tel:(b)(6)"(b)(6) - United Kingdom  
>> Business/Other Phone Number: None  
>> Address Type: Home  
>> Address:  
>> (b)(6)  
>>  
>>  
>>  
>> United Kingdom  
>>  
>> MileagePlus Number: None  
>>  
>> Subject: Other  
>> Reply: Not applicable  
>>  
>> Message: Although the flight was delayed we were on the tarmac for over  
>> two 1/2 hours and did not get regular updates for the delays which  
>> your  
>> guidelines show and it was uncomfortably hot.  
>>  
>> We are also disappointed with the seat allocation which you gave us  
>> as  
>> the seats were in economy plus which ee hadnot booked. Luckily we  
>> were  
>> able to relocate ourselves together in the economy section.  
>>  
>> When we arrived at our destination we found that one of the TAC  
>> approved  
>> locks had been forcibly removed and the case can no longer be locked  
>> on  
>> future journeys.  
>>  
>> Flight Number: 925  
>>  
>> Flight Date: HYPERLINK "calendar:T2:6/2/2014"6/2/2014  
>>  
>> Approximate Departure Time: Anytime  
>>  
>> Origin: London, England (LHR - Heathrow)  
>> Destination: Washington Dulles  
>>

ID Date Added\_Date Only Contact Details

>> Airport: Washington, DC (IAD - Dulles)

>> Date: None

>>

>>

Sent from Samsung tablet

533 8/19/2014

Dear TSA,

I'm writing to express my concern about the TSA's handling of my suitcase at Washington Dulles airport on August 1, 2014.

I was flying to Little Rock from Dulles on US Air flight 2806, departing at 6:59am, with a change of planes in Charlotte to US Air flight 2681.

When my luggage arrived in Little Rock, I found that the suitcase was no longer locked (TSA approved lock) and that the suitcase was partially open, exposing the contents.

Not only am I concerned about it being open, but apparently during the plane change in Charlotte, the suitcase was left outside on the tarmac for some time (it was raining) and much of the contents of the suitcase was very wet. (I am also sending a note of complaint to US Air.)

I suspect this is a result of TSA opening the suitcase lock at Dulles, examining the contents, and neglecting to re-secure the lock and zippered closure.

I have flown often, and never experienced TSA-related problems before. Please let me know your response. I can provide a copy of my baggage claim check if needed.

(b)(6)

###

534 8/19/2014

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)  
Email Address: (b)(6)  
Phone Number: (b)(6)  
Address: (b)(6)  
Zipcode: (b)(6)

Are you 18 or over? Yes  
Are you represented by a third party or an attorney in this matter? No  
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?  
Race? No  
Ethnicity? No  
Religion? Yes  
Nationality? No  
Gender? No  
Disability? No

Which U.S. airport were you traveling through?  
Washington Dulles International Airport

What was the date and approximate time of the incident?  
Date: 8-19-2014, Time: 05:54

What was the airline and flight number?  
United Airlines,

Are you a member of the TSA Pre Program?  
No

At the security checkpoint, did you walk through a Metal Detector or a Body Scanner (aka Advanced Imaging Technology machine)?  
Body Scanner

BODY SCANNER

If you walked through a Body Scanner, did TSA personnel require you to go through additional screening after you walked through the machine?

Yes

If you walked through a Body Scanner, and were required to go through additional screening, what type of additional screening did you go through?

I was patted down. - No

I conducted a self-pat down. - No

None of the above. - Yes

Please describe as completely as possible how you were searched and any other details you want to share.

As I went through the Body Scanner, My Kanga (Article of Faith) was Flagged. I Was told That TSA Has To Pat My Turban Down. I Told The TSA Agent That Generally A Metal Detector Is Used And I Conduct A Self Pat Down With My Hands Being Tested For Chemical Residue. I Was Informed That This Was Not An Option. I Requested To Speak To A Supervisor. Two Supervisors Consulted And I Was Asked To Go To A Private Screening Area. I Was Informed By The Supervisor That An Anomoly Was Detected And He Had To Clear It With The Metal Detector Wand And By Patting It Down Or I Would Not Be Allowed To Fly Today. I Offered To Do A Self Pat Down Again And Was Informed That A Self Pat Down Was Not An Option. I Told The Supervisor That I Didnt Want Him To Touch Me. I Took Off The Turban In The Private Screening Area And The Agent And The Supervisor Said They Needed To Run It Through The Xray Machine, Which They Proceeded To Do. After This Very Taxing and Humiliating Experience, I Spoke To Manager (b)(6) Who Told Me That The Protocol That was Followed is The Correct Protocol In Such A Situation. I Told Everyone I Came In Contact With That I Am Frequent Travel And Have Never Had Such An Experience At Any Airport But They Didnt Care And Felt They Were Following The Correct Procedure.

If known, please enter the name(s) and badge number(s) of the TSA officer(s) who screened you.

Yes

{fullName:Supervisor (b)(6)},badgeNumber:},{fullName:Manager (b)(6) (b)(6) badgeNumber:}

Were there any witnesses who may have seen heard what happened?

No

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint?

No

Has anyone responded back?

No

Are you completing this form on behalf of another individual?

ID Date Added\_Date Only Contact Details

No

This form has been submitted to the TSA and Department of Homeland Security as your individual complaint about your air travel experience and to the Sikh Coalition.

535 8/20/2014

Hi

I travelled yesterday from London – IAD and then collected my bags cleared customs and immigration and rechecked them to go from IAD – FAY. Due to a medical condition I have a big blue box which contained 10 litres of intravenous nutrition (totally synthetic and sterile). On the second leg (IAD – FAY) the box was opened by TSA. The box was clearly marked not to be opened unless in my presence – and that it was medication. I was therefore very surprised to see that it had been opened; my cold chain was broken and therefore my life put at risk. Please can you explain why the TSA felt this necessary – if they had have asked I had all appropriate paperwork to demonstrate what was inside the box without breaking my life critical cold chain.

It should be noted that I cannot eat or drink and therefore the medication is life critical and given I don't know what happened to the box I am unsure as to whether to use the medication!

Your urgent response would be most grateful on this very serious life critical matter.

---

(b)(6)

Director

(b)(6)

(b)(6) (Switchboard)

(b)(6) (Clinical Debt Collection)

( 0844 858 1144 (Fax)

\* HYPERLINK "mailto:(b)(6)

8 HYPERLINK "http://www.med-services.co.uk/"www.med-services.co.uk

HYPERLINK "https://twitter.com/pmmsltd" HYPERLINK

(b)(6)

-----  
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536 8/20/2014

Dear Sirs,

I flew back from IAD last Monday on BA 216 to LHR, then BA342 too NCE.

One of my two checked bags arrived late and had been opened by your agents. I had a Suunto heart rate monitor/transmitter in the bag which was removed.

I was not aware that this is a prohibited item, however I do need to replace it. Can you assist please.

Many thanks

(b)(6)

537 8/20/2014

Caller flew Sunday from IAD Washington, DC to Saudia Arabia and on to Egypt. She found a NOI inside each of her checked bags and she wanted to know why her bags were opened without her permission. She had some items broken inside the bag worth over \$600.00 because her bag was not put back properly.

RESPONSE:

Told her I am sorry her things were damaged. TSA does have a right to screen the bags and open them when something alarms. I would like to send a copy of your complaint to the CSM and I can send to you a claim form. I do need to collect some additional information in order to do that.

I could not longer hear caller and I made several attempts to see if she could hear me but no response so I released the call.

(NOTE: We had a poor connection from the start of the call)

538 8/20/2014

Dear TSA representative,

I have just landed in New Delhi to discover two TSA slips inside my checked suitcase and a damaged (cracked) Dell laptop. I traveled out of IAD on flight QR 0708, connecting onward in Doha on flight QR 0562.

When packed, the laptop was carefully inserted in a foam protective cover and then slid inside a heavy duty bubble wrap cover that was open on one side to allow for any inspection. The laptop was nestled between clothing and carefully strapped in the middle of the suitcase.

TSA not only has failed to put my laptop back in either / both the protective covers, it also lay it on the very top of my soft top suitcase, where it may have suffered the aforementioned damage. The entire suitcase is a mess with sheer disregard for the rest of the personal items, mostly clothes and toiletries.

I would like to file a claim and request your advice on the process. I am an citizen of India.

Many thanks in advance for your time and attention.

Sincerely,

(b)(6)

Issued by: India

539 8/21/2014

Caller said she is trying to file a claim form because on yesterday while taking her grand kids to catch their flight to Canada at Dulles her granddaughter was selected for a patdown she is 11 years old and was told by the tso that she would get a modified patdown but since she complained they all got a patdown the kids 11 and 8 year old did not received a modified patdown and even when she was patdown her shirt was lifted in front of everybody. They were also asked to remove all electronics and power them on her granddaughter iphone was not charged so the phone had to be left at the check point. When her husband talked to (b)(6) about getting the phone back at the airport the supervisor told them the phone was surrendered and gave him a claim form. A private screening was not offered to her. Caller is upset over the phone not being returned and the patdown they all received. They traveled out of Dulles on 08 20 14 Gate C flight # ua4551 at 11:40 am.

#### Response

Devices selected for this screening that do not power up will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that do not power up or do not function may place them in checked baggage or ship them to their destination. When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search. The patdown can always be conducted in a private screening location when requested. Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

I will send your complaint to the CSM at the airport you can file the claim that was given to you at the airport.

540 8/21/2014

Caller had previously called and was disconnected. He called back to provide his information. Caller states he came back into the U.S. last night and found a NOI inside his baggage and has a cannon camera missing from his bag.

Advised:

I stated I would send a claim form to his email address. I would forward this information to the CSM for review.

I copied the notes from the previous call and completed the information from his response.

Caller: Caller states he came back into the U.S. last night and found a NOI inside his baggage and has a cannon camera missing from his bag.

Response: Caller disconnected before I could get the rest of his information or provide any information to caller. Attempted call back but caller did not answer.

Airport- Washington D.C. IAD

Airline- Qatar

Flight number- Not provided

Date and time of incident- 08-20-2014 4:00 pm

Baggage and tag numbers- NoT Provided

Description of baggage-Beige Duffel Bag

Was there and NOI- Yes

Anything on NOI- No

Form sent via email.

ID Date Added\_Date Only Contact Details

541 8/21/2014

Caller: Caller states he came back into the U.S. last night and found a NOI inside his baggage and has a cannon camera missing from his bag.

Response: Caller disconnected before I could get the rest of his information or provide any information to caller. Attempted call back but caller did not answer.

Airport- Washington D.C. IAD

Airline- Qatar

Flight number- Not provided

Date and time of incident- 08-20-2014 4:00 pm

Baggage and tag numbers-

Description of baggage-

Was there and NOI- Yes

Anything on NOI- No

Specific location of incident-

Contact information (phone number or email)-

542 8/21/2014

The caller flew from IAD. The caller has a NOI and his hard drive and name tag is missing from his luggage.

Airport IAD

Airline Virgin Atlantic

Flight NU VS22

Date and Time 8-20-14 departing at 6:50pm

Baggage Claim Number (b)(6)

Description of Luggage Large blue bag with wheels.

NOI Yes

Anything written on NOI No

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at IAD.

Lost and Found

Washington Dulles International Airport

703-662-2234

543 8/22/2014

Callers family was traveling back to India. When they got to their destination, there were things missing from checked baggage like perfumes and body lotion.

Advised:

It is possible that they inadvertently left the item out of your bag when they searched it. I can give you the number to lost and found and you can check with them and see if it is there.

Washington Dulles International Airport  
703-662-2234

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller s email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at Dulles to notify them of what happened.

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it to the number on the form.

Airport where the incident occurred: IAD

Airline: KLM

Flight numbers: Unknown

Date and time of incident: August 20 2014, 300 pm

Baggage tag numbers: Unknown

Description of baggage: brown bag, 36 inches, American Tourister, wheels and a handle on it

Was there an NOI? Yes

Anything on the NOI? No

What terminal or gate? Unknown

Individual s contact information email

(b)(6)

544 8/22/2014

The caller is very astonished the way she has been treated. Her suitcase was opened and things have been stolen. She went on BA a few weeks ago to London. Her suitcase was broken into and they took about 500 USD worth of things. There is an NOI present. Also she sprayed lotion in her hair and they took it from her and she had just bought her perfume and they took it too. The lotion and perfume were in her carry on bag. The suitcase was wrapped up in white paper when she arrived in London. Her perfume and lotion were taken away and put in a bucket and she wants to know why.

AIRPORT: IAD

DATE OF TRAVEL: 08-12-14

DEPARTURE TIME: Approximately 2100

CHECKED BAGGAGE TIME: 1730

AIRLINE: British Airways

FLIGHT NUMBER: Not Available

NOI PRESENT: Yes

MARKS ON THE NOI: No

DESCRIPTION OF BAG: Samsonite Red soft sided large

BAG TAG NUMBERS: Not Available

TERMINAL OR GATE: Not Available

CONTACT: See Address above. No Email

I advised the caller that the Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

The Transportation Security Administration's (TSA) policy allows passengers to carry liquids, gels, and aerosols (LGA) in travel-size containers (3.4 ounces or smaller) in one, quart-size, clear plastic, resealable bag through screening checkpoints (3-1-1 rule). At

the screening checkpoint, each passenger is asked to remove his or her bag of LGA, and place it on the conveyor belt. X-raying the items separately allows Transportation Security Officers (TSO) to more easily examine the declared items.

The 3-1-1 rule responds to the threat of liquid explosives revealed when British authorities uncovered a plot to destroy multiple aircraft flying from the United Kingdom to the United States.

I advised the caller that I will forward a copy of this report to the CSM at IAD and also send the caller a claim form.

545 8/23/2014

From: (b)(6)  
Sent: Saturday, August 23, 2014 12:25 PM  
To: TSA-ContactCenter@dhs.gov  
Subject: Extremely disappointed with baggage inspection methods

To whom it may concern

My husband and I were traveling from Dulles International Airport yesterday (Aug 21) to Johannesburg, South Africa. We have spent the past 2 years living and working in the US, and have now returned home to South Africa.

I have great respect for the Transportation Security Administration, and would like to state that I am very appreciative for the security services provided by the TSA for people traveling in the US.

However, I am extremely disappointed with the baggage inspection conducted on my checked baggage on August 21. My baggage was inspected after I checked it in at the South African Airways counter (I was not present for the inspection) at IAD. I was on flight SA 208, departing IAD at 17:40 for Johannesburg. The baggage number assigned to the checked-in bag was (b)(6)

When I arrived at my final destination on August 22 in South Africa, I noticed that the baggage was unlocked and found the TSA leaflet inside the bag. All the items were accounted for; however, a limited edition book that was carefully packed inside this bag was completely ruined.

There are only 30 hard copies of 'Dancing with Dugongs: Having fun and developing a practical philosophy for environmental teaching and research' - it is a product of my work in the US, where I spent the last 10 months putting this book together. The book is in memory of Peter Oliver (co-author), who passed away due to cancer while working on this book in November 2012. I was taking my only copy of this book as a gift for my mother, also a great environmental activist, who was recently diagnosed with cancer while I was living in the US.

As a result of the TSA baggage inspection, my copy of the book has black marks on the front cover that cannot be removed (please see attached pictures). As it is a limited edition, the book cannot be replaced. I just want to express my deep disappointment in how this was handled from the TSA side. While I fully understand and support the baggage inspection, I hope that the TSA will avoid ruining books during inspections in the future.

Sincerely

(b)(6)

Attachment:

TICKET

Airline: South African Airways

Flight #: 208

Date: August 21st

Time: 17:40

From: IAD

To: Johannesburg

BAGGAGE TAG

Tag #: (b)(6)

546 8/24/2014

Caller flew yesterday. Caller said her front zipper was open and she was missing a new pair of shoes. The shoes were black, size 6 black loafers. Caller said she had just purchased the shoes. Caller said she filed a report with the airline. Caller flew from Dulles to ATL to SLC and then to St George Utah. Caller said she found 2 NOIs in her suitcase.

1. Airport Dulles
2. Airline---- Delta
3. Flight #---1125
4. Date and Time of the flight---08 23 2014 12:30
5. Gate or Terminal---Delta
6. Baggage description--- Brown softside Samsonite with rollers
7. Bag Tag # (10 digit)--- (b)(6)

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her she can check with lost and found.  
Washington Dulles International Airport  
703-662-2234

547 8/24/2014

I returned home from a trip on 23 August, and when I went to unpack my suitcase I found an unknown substance inside. After looking at it further it turned out to be sand inside of it and all over my things. I checked in my bag at Dulles International Airport and the substance wasn't there when I packed my suitcase. I never opened my bag when in my possession so that leaves TSA as the only other people that should have opened it. With recent activities in the news, I was worried about what exactly this substance was that I just brought into my house. It was quite the scare, so thanks for that TSA. I'm not sure what kind of training program they have at Dulles, but you might want to give it a look before someone with less patience than me does. Have a nice day.

(b)(6)

548 8/25/2014

Caller flew from Singapore to Japan to Dulles Washington and he spent along time going through customs and then he checked his luggage in and went through a long line at the TSA checkpoint. The caller missed his flight and he is upset. Someone should have looked at his ticket and realized he was going to miss his flight and rushed him through the line. There was a long line and he had to go back through and had to take something out of his pockets. He got to the gate at 523 pm and the United employee told him it had just taken off. The process needs to be more streamlined. Now he has to wait for 5 hours to get on the next flight out and he is upset.

Advised:

If you can provide me with some information I can send it to the CSM at Dulles to notify them of what happened.

Airport where the incident occurred: Dulles

Airline: United

Flight numbers: 3884

Date and time of incident: August 25, 2014, 335 pm

Baggage tag numbers

Description of baggage

Was there an NOI?

Anything on the NOI?

What terminal or gate? Gate D18

Individual s contact information email

(b)(6)

549 8/25/2014

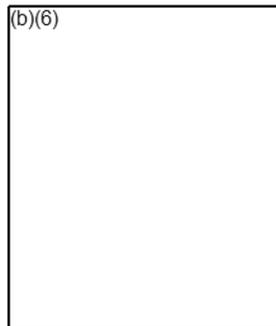
Dear TSA

I am writing to complain in the strongest possible terms about the treatment of my bag in your hands.

I flew on US3720 Manchester to Philadelphia on the 23 august, UA3333 Philadelphia to Washington Dulles on the 23 august and UA918 Washington Dulles to London Heathrow on the 23 august. My bag did not return to me on my flight, but when it did 12 hours later I opened my make up bag to find that the foundation glass bottle was broken and spilled throughout the whole of my make up. I have travelled extensively with this makeup bag and foundation bottle and this has and could not possible happen in my suitcase on its own. Therefore my conclusion is that on your search the bottle was opened, not closed properly and therefore snapped as a consequence. It was a fairly new foundation bottle and therefore the entire contents ruined all other make up. As I have extremely good make up, I imagine the damage done was close to £500 (though I will follow this email with an invoice for the contents). I have enclosed the photographic evidence for you information below.

This is totally unacceptable and I will have to buy entire new make up and bag. Given that the damage has to have been caused during the journey I hold your department and company responsible and therefore expect to be compensated.

Please advise how best this can be done.



550 8/25/2014

From: (b)(6)  
Sent: Monday, August 25, 2014 4:31 PM  
To: (b)(6) TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov  
Cc: Legal; (b)(6)  
Subject: Civil rights complaint o b o Sikh Air Passenger, (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6) (b)(6) s civil rights were violated when he was denied a self pat-down of his religiously-mandated turban by the TSA at Washington Dulles International Airport on August 19, 2014. (b)(6) flew on United Airlines, Flight No. 492, from Washington D.C. to San Francisco, California.

(b)(6) filed a complaint with the TSA and DHS on August 19, 2014 through the FlyRights phone application. Please see attached follow-up complaint and exhibits.

Thank you for your attention to this matter.

best,

(b)(6)

--

(b)(6)

Staff Attorney | The Sikh Coalition

50 Broad Street, Suite 1537 | New York, NY 10004

Phone (Main): (b)(6), ext (b)(6) | Phone (Direct): (b)(6)

Facsimile: (212) 208-4611 | Email: HYPERLINK mailto:(b)(6)

(b)(6)

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Visit our website at HYPERLINK <http://www.sikhcoalition.org> \n[www.sikhcoalition.org](http://www.sikhcoalition.org).

Support the Sikh Coalition s work at HYPERLINK <http://www.sikhdonate.org> \n[www.SikhDonate.org](http://www.SikhDonate.org).

Visit us on Facebook at <http://www.facebook.com/thesikhcoalition>.

Follow us on Twitter @sikh\_coalition.

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This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Attachment 1:

August 25, 2014

Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov

External Compliance Division

TSA-6 OSC Civil Rights and Liberties

Transportation Security Administration

601 South 12th Street Arlington, VA 20598

Via Electronic Mail: civil.liberties@dhs.gov

U.S. Department of Homeland Security

## Review and Compliance

245 Murray Lane, SW Building 410, Mail Stop #01900

Washington, D.C. 20598

Re: TSA Complaint on Behalf of Mr. (b)(6)

Dear Sir Madame,

The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger

(b)(6) (“(b)(6)”).<sup>1</sup> On August 19, 2014, (b)(6) a Sikh Coalition Co-Founder and Board Member, flew through Washington Dulles International Airport (“IAD”), on United Airlines Flight No. 492 from Washington, D.C. to San Francisco, CA. (b)(6) resides at (b)(6). His email address is (b)(6)

During screening at IAD, the Transportation Security Administration (“TSA”) substantially burdened (b)(6) religious practices by denying him the opportunity to conduct a self pat-down of his religiously-mandated Sikh turban and later, leaving him no choice but to remove it. As we have noted in several prior complaints, it is psychologically and emotionally humiliating for a member of the Sikh religion to have someone else come in contact with their turban while they are wearing it. As (b)(6) posed no security threat, we find the TSA’s actions completely inappropriate and unacceptable. We demand immediate remedial action, an apology to (b)(6) and appropriate training of IAD TSA officers.

(b)(6) filed a complaint through the FlyRights phone application and the TSA website on August 19, 2014. [Attached as Exhibit A]. The Sikh Coalition writes to follow-up and provide additional information on (b)(6) screening.

#### I. Facts

(b)(6) who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on United Airlines, Flight No. 492 from Washington, D.C. to San Francisco on August 19, 2014. At Dulles Airport, (b)(6) passed through security screening at 2

approximately 5:54 AM EST.

(b)(6) who was dressed in a black turban, blue t-shirt, dark blue sweat pants, and carried a black laptop bag, passed through the Advanced Imaging Technology (“AIT”) body scanner, where an anomaly was allegedly detected on his head, as is the case with some turbaned Sikh passengers. He was asked to step aside to be secondarily screened, as he had anticipated, and fully cooperated with the officer. A Transportation Security Officer (“TSO 1”) (white male, 20s, auburn black short hair, thin) told (b)(6), “I have to pat you down.” (b)(6) informed TSO 1 that he should be able to “use the metal detector” to wand his turban and that “[he] can do a self pat-down with his hands, and then check for chemical residue, as is the case in every other airport.” TSO 1 told (b)(6) “No, that is not the rule.” (b)(6) requested to speak with a supervisor. A Supervisor (“TSO 2”) (white female, 40s, blonde hair) approached and spoke with TSO 1. TSO 2 then consulted with TSO (b)(6) (“TSO (b)(6)”) regarding standard operating procedure. TSO 2 and TSO (b)(6) then spent 5 to 10 minutes looking through a manual.

TSO 2 returned to the screening area and told (b)(6), “You need to come with me.” (b)(6) followed TSO 2 to a private screening area. At this point, he was told by TSO (b)(6), “We have to pat you down because an anomaly was detected.” (b)(6) informed TSO (b)(6) “no, you don’t have to pat me down,” and that he should be allowed to conduct a self-pat down of his turban. TSO (b)(6) replied, “If we don’t clear the anomaly, you’re not flying today.” When (b)(6) told TSO (b)(6) he had to fly today, TSO (b)(6) told (b)(6) “those are your only two options.” (b)(6) having no other option, decided to remove his turban instead of being subjected

to a TSO pat-down of his religious headwear. TSO (b)(6) told (b)(6) "we need to run [your turban] through the x-ray machine." TSO (b)(6) took (b)(6) turban, left the room and when he returned, he told (b)(6) he was cleared to fly. (b)(6) requested to speak with TSO (b)(6) boss. TSO (b)(6) brought (b)(6) to speak with TSO (b)(6) ("TSO (b)(6) (b)(6) informed TSO (b)(6) of the incident and told TSO (b)(6) "I've gone through this at least 100 times, at just about every airport in the country, and I've never had this experience. This is not proper procedure." TSO (b)(6) was adamant that correct procedure had been followed and it was apparent to (b)(6) that TSO (b)(6) "could not be bothered" with the situation.

## II. (b)(6) Intrusive Secondary Screening

(b)(6) flies quite frequently and understands TSA procedures and policies. While he questions their efficacy, he has always been cooperative with the procedures, as he was on August 19, 2014. However, in all of his years of travel, (b)(6) has never been denied a self pat-down until August 19, 2014. Here, the Dulles TSA violated (b)(6) religious rights when they denied him a self pat-down and left him no choice but to remove his turban so that the TSA officers would not violate his sense of personal dignity by touching his turban.

TSA screening policy mandates that a passenger, during secondary screening, be provided 3

the choice of completing a self pat-down of a religiously-mandated turban or having one performed by a TSO. This includes Sikhs like (b)(6) who allegedly have non form-fitting headwear<sup>2</sup> that may present as an anomaly during initial AIT screening. The TSA Office of Civil Rights and Liberties, in response to inquiries from the Sikh Coalition, assured that "self-pat downs for non-form-fitting headwear continue to be part of the standard procedures." [Attached as Exhibit B]. Furthermore, the head of the TSA, Administrator John Pistole, has publicly announced that self pat-downs for headwear are permissible during secondary screening.<sup>3</sup>

<sup>2</sup> These are the TSA's justifications, not the Sikh Coalition's, and citing them here does not constitute an endorsement of these policies.

<sup>3</sup> See Elizabeth Meinecke, Flood of Complaints Leave TSA Relatively Unchanged, available at [http://townhall.com/columnists/elisabethmeinecke/2010/11/24/flood\\_of\\_complaints\\_leave\\_tsa\\_relatively\\_unchanged\\_page\\_full](http://townhall.com/columnists/elisabethmeinecke/2010/11/24/flood_of_complaints_leave_tsa_relatively_unchanged_page_full) (last accessed Aug. 21, 2104) ([TSA Administrator Pistole] "specified later that a self-pat down is allowed for headwear, and the TSA would then do explosive trace detection of the hands.").

<sup>4</sup> See Sikh Coalition Responds to the TSA's New Screening Policy for Religious Head Covering, available at [http://salsa.wiredforchange.com/1607/t0/blastContent.jsp?email\\_blast\\_KEY=33593](http://salsa.wiredforchange.com/1607/t0/blastContent.jsp?email_blast_KEY=33593) (last accessed Aug. 21, 2014).

<sup>5</sup> Religious Freedom Restoration Act of 1993, Pub. L. 103-141, §3 (b).

The turban reminds a Sikh of his or her duty to maintain and uphold the core beliefs of the Sikh faith, which include working hard and honestly, sharing with the needy, and promoting the equality of all humankind. When a Sikh ties a turban, the turban ceases to be just a piece of cloth and becomes one and the same with the Sikh's head. It is a religious commitment without which the believer ceases to be a Sikh. This self pat-down policy, which was implemented on October 16, 2007, exists to provide an alternative to Sikhs who consider another's contact with their religiously-mandated turban an offense to their dignity and religious beliefs. In fact, the Sikh Coalition, co-founded by (b)(6), played an important role in removing "turbans" from the list of mandatory items that were to be screened and providing the option of a self pat-down of non-form fitting headwear, including religious headwear.<sup>4</sup> Unfortunately, (b)(6) finds himself aggrieved by the failure of the TSA to follow its own policies.

Additionally, pursuant to the Religious Freedom Restoration Act, even when an agency

is acting to further a compelling government interest, such as security, it must use the "least restrictive means" when burdening "a person's exercise of religion."5 The TSA could have easily allowed (b)(6) to conduct a self pat-down of his turban to test for non-metallic threat items, in a manner that is consistent with his screening experience at a number of other domestic airports, or used the standard procedure established by the Department of Homeland Security to re-scan for metallic threats with a handheld wand. Here, the Dulles TSA substantially burdened (b)(6) religious practice when it refused to resolve the anomaly from the body scanner through less intrusive means. Further, it is clear that the Dulles TSA is unaware of its own policy, as evidenced by the statements from four separate TSA officers that it is correct operating procedure to refuse a passenger the option of a self pat-down. 4

\*\*\*\*

We request that the TSA take appropriate remedial action, investigate the abovementioned incident, including reviewing any video footage, take necessary steps to re-train the officers in question on the self pat-down policy, and apologize to (b)(6) (b)(6).

We look forward to your timely response. Thank you.

Respectfully,

(b)(6)

(b)(6)

Staff Attorney Co-Founder Program Director

The Sikh Coalition The Sikh Coalition

(b)(6)

(b)(6)

[Enclosures Attached]

Attachment 2:

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter?

No NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination? Race? No Ethnicity? No Religion? Yes

Nationality? No Gender? No Disability? No

Which U.S. airport were you traveling through? Washington

Dulles International Airport

What was the date and approximate time of the incident? Date: 8-19-2014, Time: 05:54

What was the airline and flight number? United Airlines,

Are you a member of the TSA Pre Program? No

At the security checkpoint, did you walk through a Metal Detector or a Body Scanner (aka Advanced Imaging Technology machine)? Body Scanner

BODY SCANNER

If you walked through a Body Scanner, did TSA personnel require

you to go through additional screening after you walked through the machine? Yes

If you walked through a Body Scanner, and were required to go through additional screening, what type of additional screening did you go through? I was patted down. - No I conducted a self-pat down. - No None of the above. - Yes

Please describe as completely as possible how you were searched and any other details you want to share.

As I went through the Body Scanner, My Kanga (Article of Faith) was Flagged. I Was told That TSA Has To Pat My Turban Down. I Told The TSA Agent That Generally A Metal Detector Is Used And I Conduct A Self Pat Down With My Hands Being Tested For Chemical Residue. I Was Informed That This Was Not An Option. I Requested To Speak To A Supervisor. Two Supervisors Consulted And I Was Asked To Go To A Private Screening Area. I Was Informed By The Supervisor That An Anomaly Was Detected And He Had To Clear It With The Metal Detector Wand And By Patting It Down Or I Would Not Be Allowed To Fly Today. I Offered To Do A Self Pat Down Again And Was Informed That A Self Pat Down Was Not An Option. I Told The Supervisor That I Didnt Want Him To Touch Me. I Took Off The Turban In The Private Screening Area And The Agent And The Supervisor Said They Needed To Run It Through The Xray Machine, Which They Proceeded To Do. After This Very Taxing and Humiliating Experience, I Spoke To Manager (b)(6) Who Told Me That The Protocol That was Followed is The Correct Protocol In Such A Situation. I Told Everyone I Came In Contact With That I Am Frequent Travel And Have Never Had Such An Experience At Any Airport But They Didnt Care And Felt They Were Following The Correct Procedure.

If known, please enter the name(s) and badge number(s) of the TSA officer(s) who screened you. Yes {fullName:Supervisor (b)(6) badgeNumber:},{fullName:Manager (b)(6) badgeNumber:}

Were there any witnesses who may have seen heard what happened? No

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint? No Has anyone responded back? No

Are you completing this form on behalf of another individual? No

This form has been submitted to the TSA and Department of Homeland Security as your individual complaint about your air travel experience and to the Sikh Coalition.

Attachment 3:

Re: Sikh passenger denied turban self-pat option

Stoltzfus, StephanieL. HYPERLINK mailto:(b)(6) (b)(6)

To: (b)(6)

(b)(6)

Cc: "Grandpierre, Paul HYPERLINK mailto:(b)(6)

(b)(6), Carmichael, Jennifer HYPERLINK

mailto:(b)(6) (b)(6), Walton, Kimberly

HYPERLINK mailto:(b)(6)

(b)(6)

Thank you for sending the email message below. Please accept this message as acknowledgement receipt of your concern on behalf of (b)(6). To commence our inquiry, we will need a statement from (b)(6) indicating the Sikh Coalition is representing him and that we can share our findings with the Sikh coalition. Further, we have checked our records and have not yet received a complaint from (b)(6). If you could also send a copy of the original complaint that would help facilitate matters.

To answer your policy question, TSA has not changed its policy or screening procedures for non form-fitting headwear. Self pat-downs for non form-fitting headwear continue to be part of the standard procedures.

Stephanie Stoltzfus  
Division Chief, External Compliance Public Outreach Division  
Office of Civil Rights and Liberties  
Transportation Security Administration  
571-227-(b)(6) W  
(b)(6) C

551 8/25/2014

Hello. I am flying out of IAD now on sun., 8/24/14, at approximately 2204. I was very disappointed to learn that tsa precheck closes at 2100, and you do not have a precheck line downstairs amidst your regular tsa lanes.

The lines were very long. An airserve emoyee tried to help me by letting me into the family line, but that was moving even slower than the regular line. I mentioned my disappointment to a heavy, white, short tsa officer, whose name i did not see. He then argued with me about how they have precheck 16 hr/day. I said that they didnt have it when i needed it, and mentioned how much work it was to enroll. He basically walked away.

I work for cbp in savannah now. My husband works for cbp headquarters. I am flying home basically every weekend to see him and my 2 boys. I thought that enrolling in precheck would make my frequent travel through IAD easier, but it didnt tonight.

Pls consider having a special precheck line downstairs at IAD after 2100. Thank you. It makes a big difference in being able to make it to my gate with time to spare or having to run for fear i might miss the last flight home.

Pls respond to me at my home address: (b)(6)

Sincerely,

(b)(6)

Sent from my iPhone

552 8/25/2014

Callers mother flew from IAD on an international flight on Emirates Airline flight ek232 on Aug 22nd 10:55 am. Upon arrival, there was a NOI in her luggage and car parts are missing from her luggage. She is missing air filters, oil filters, an air conditioner unit and three shock absorbers. He stated that three of the shock absorbers were taken out of the luggage but one was left inside the luggage. He is wanting to know why these items were taken out and how to get them back. He did not locate a hazardous materials notice.

I advised him that shock absorbers and the air conditioning unit are not permitted in checked luggage due to compressed gas and these items are not retrievable. I can send claim forms to him for the air and oil filters. I am also forwarding his complaint to the CSM at IAD so they will be aware of this issue.

553 8/26/2014

Caller states that he traveled from IAD to London Heathrow on Virgin Atlantic flight number VA022 at 1840 PM and states that he did have TSA Locks on his luggage and there was a NOI inside his suitcase. He also states that there was a portrait of his kids that he was giving to a family member that was completely destroyed. Asked him if would like to file a claim and states how can you put a price on a family picture.

Advised the caller that i would get the claim forms sent to his email address.

ID Date Added\_Date Only Contact Details

554 8/26/2014

He indicated that he flew from 8 17 from IAD to Nigeria with British Airways.

The caller indicated that he sent an email to us ten minutes ago.

The caller indicated that items were removed from his bag and he would like to get them back. 2 front shock absorbers and 2 back shock absorbers are missing from his bag. NOI was present with nothing indicated.

Shock absorbers are allowed in checked baggage as long as they do not have sealed, compressed gas cylinders or hazardous materials. If the shock absorbers are sealed with compressed gas, they will not be allowed in checked baggage. Even if a shock absorber is not sealed with compressed gas, but contains a residue of oil or gasoline, it is considered a hazardous material and will be removed from checked baggage by the airline. Please be advised that although TSA screens checked baggage, airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection. The airline removes the items and is responsible for maintaining control of the item. I advised that he contact the airline.

I explained that if he only sent the email ten minutes ago, we have not received, uploaded, or processed the email yet. He declined to have the information that I provided emailed to him. He indicated that he would wait for the email to be processed.

555 8/26/2014

Caller

Went to Dulles and signed up interviewed for Precheck. He has not yet heard anything and it has been 2 1/2 weeks.

Advised Caller:

It can usually take 2-3 weeks to complete. Recommended he contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

ID Date Added\_Date Only Contact Details

556 8/26/2014

The caller flew from the US to Morocco with Air France. The caller has a NOI and she is missing 3 dresses, 2 belts, 3 new pairs of pj s, 4 new born out fits, that were brand new, and one 18 month old outfit, her personal beauty and make-up items, one pair of womens shoes, and one pair of mens Lacost shoes. The caller states that the officers should have placed her items back in her luggage. The caller wants to know if she is going to get her items back or what will happen.

Airport IAD

Airline Air France

Flight NU AF0039

Date and Time 8-24-14 departing at 4:15pm

Baggage Claim Number (b)(6)

Description of Luggage Medium size black Suitcase with wheels

NOI Yes

Anything written on NOI No

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at IAD.

I advised the caller that I could not tell her what would happen but I would send her complaint to the CSM.

557 8/26/2014

Attention:TSA security manager

20th August 2014

STATION MANAGER,

BRITISH AIRWAYS

ABUJA OFFICE

Dear Sir

PROPERTY IRREGULARITY REPORT.(FILE REF:ABVBA11722)

I am one of your passengers that travel from Dulles/ Washington DC with my family on your aircraft flight BA 292- on the 17th Aug. 2014 to London Heathrow and was transferred to Abuja Nigeria via BA 083 on the 18th Aug 2014 and arrived on the 19 Aug.2014.

Incidentally, I discovered that one of my checked-in luggage's which was originally weighing 23.07kg was forcefully opened and most of my personal effects were removed. When I discovered this On arrival ,I immediately reported to your ground staff on duty (b)(6) with phone no. (b)(6), who promptly went and re measured the bag under reference and discovered that the bag is now weighing only about 9.4kg

I therefore write in reference to the property irregularity report form which (b)(6) filled up and asked me to sign and same was submitted to your office. There after a text message with the above reference no. was sent to me from your office. Your staff also advised me to forward this letter.

This form contained the under listed items that was removed from my bag.

The missing items are:

- 1.2nos front shock absorbers for Honda Ridgeline
- 2.2nos back shock absorbers for Honda Ridgeline
3. Clothes, shoes and other personal effects costing about (\$3,000) Three thousand USD

I humbly request that you use your good office to cause the urgent tracking and release of the above mentioned personal items to me through your ABUJA office to the afore stated address please.

I have enclosed my personal phone number and email for further references and clarification

I also include as an attachment:1,baggage tag, 2,Lost item form, 3,etick

Thank you.

Yours faithfully

(b)(6)

(b)(6)

cc: HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

558 8/26/2014

Caller said he called a few days ago about filing a claim for his missing camera but nobody got back with him.

RESPONSE:

Told to file a claim for reimbursemtnt you must complete a SF95 Claim Form. I show it was sent to via email: 8 21 2014 7:57:47 PM. The forms are also available at [www.tsa.gov](http://www.tsa.gov).

Verified his email as correct and told him might need to check his junk mail but I will order it again.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

Advised I will order another form.

We sent a copy of your complaint to the CSM as well but they do not always contact the Traveler.

559 8/28/2014

Calling for mother who arrived from Europe, opened luggage and her camera is missing and she is upset and there was a NOI inside her bag. Nothing written or stamped on the NOI

Flew from Vienna via IAD to SAN. The camera belonged to her daughter who passed away a year ago and she is livid and wants it back. The camera is a digital 35MM Casio Brand and the only item missing from her bag. The bag was wrapped with plastic when she arrived at IAD and it was still intact when she turned over to TSA.

Arrived at IAD approx. 2:20 PM

1. Date and Time of the flight---8-27-14, departed 5:10 PM.
2. Gate or Terminal---D10
3. Baggage description---The bag is a large cloth roller bag, bright fuschia, 2 wheels, not locked.
4. Bag Tag # (10 digit)---(b)(6)
5. Flight #---240UA
6. Airline---United

Response:

Apologized to caller and provided a claim form via email, should receive within 24 hrs. Explained once bags have been screened by TSA and cleared baggage handlers sort, transport and secure baggage until loaded for connecting flight.

Explained as she flew internationally she would have been required to comply with exit procedures from country she departed.

Once she arrived in US and cleared CBP was required to turn bag over to TSA for connecting flight. If a bag sounds an alarm and is required to be hand inspected TSA places a NOI inside the bag.

Advised information will be provided to CSM for review and if additional information is required, may contact via email.

Provided following to check with lost and found if the item was left out of the baggage screening by TSA.

Dulles

Washington-Dulles International

703-662-2234

560 8/28/2014

Caller flew from IAD to Paris on August 15th. He has a NOI in his bag and is missing an Apple TV.

Airport:Dulles

Airline:United

Flight Number:915

Date and Time:August 15th

NOI:Yes

Baggage Claim Number:(b)(6)

Description of Bag:It is beige and has two wheels with two levels dividing the top and bottom.

I apologized to the caller and told him that he may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

561 8/28/2014

Hi there. I was flying overseas from Dulles airport in Washington DC (IAD) on August 26th and my guitar was one of the checked in luggage. During your inspection you selected my guitar which was in a hard shell case to be checked. You opened it and left this notice so I know you did that. Thats all fine and I understand that is your job and your duty to keep all of us and everything safe but during the inspection you damaged the back of guitar by scratching it. The guitar was bought brand new from guitar center and it was a gift for my nephew. He was so happy that he finally got it and opened the case right after he met me at the airport and well, both of us were surprised. We found your notice and found couple big, deep scratches that you made during your inspection. There was nothing metal inside of the guitar case just the acoustic guitar, and the case is specifically for guitar use only so the damage couldnt be made by anything else except you during the inspection. I am so mad this happened to me and I am attaching to this email your notice, receipt of the guitar and the picture of scratches right after I landed in Europe.

I would like this email to be forwarded to your supervisor or whoever is responsible for claims and I am asking for you to take further steps so I can get some refund for the damage you made to my instrument.

I hope you understand my concern and I hope I'll hear from you soon.

Thank you very much!

Sincerely,

(b)(6)

562 8/28/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 8/28/2014 8:31:58 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/28/2014 10:00 AM Airline & Flight Number : AA 263 Checkpoint/Area of Airport : Passenger Checkpoint TSA Employee: (If Known) : Lead TSO (Bearded/Caucasian) Comment : On August 28, 2014 at approximately 0900 hours, my wife, 20month old son, and I entered the TSA-prescreening area at IAD. While divesting our items into the bins for x-ray, my wife requested her breast milk be screened without the x-ray. The screeners claimed all items must submit to x-ray screening. We refused, and they eventually agreed that there were other options.

During this time, a TSA screener advised a souvenir Mini Softee Bat (part of a bat and ball set) was prohibited and could not enter the sterile area. The bat is composed of cardboard and soft foam, and approximately a foot in length. It is a souvenir item that my toddler son grinned and smiled with at his first Washington Nationals baseball game during this trip.

I responded to the TSA screener by requesting the assistance of a Supervisor. A (lead/2 stripe) screener (Caucasian/bearded) turned from the adjacent x-ray screen (first lane) and yelled that it was a bat and prohibited. By this time, the screeners in both lanes approached and further exclaimed the cardboard and foam bat (safe for all ages) is a weapon and cannot enter the sterile area. I was shocked, as were the passengers in the line behind me. I could not understand how a bat safe for all ages is prohibited. Growing frustrated, I complied and threw the claimed weapon (softee bat) into the garbage.

Furthermore, my wife and son requested to go through a walk through metal detector or physical screening. The screeners replied that the millimeter wave scanner was the only option. After additional requests, the physical screening was offered.

The entire ordeal was infuriating. This was our return flight to LAX. Our initial flight from LAX was smooth and no issues were encountered. My wife reviewed the TSA website and even contacted TSA personnel numerous times to ensure no issues with the breast milk and children's items.

It is my belief that the screeners at IAD were harassing and menacing due to the special needs and requests for our traveling family. This type of discrimination is troubling. My son is now traumatized and has lost his favorite toy. I plan to travel in the future and would like to explain to my son that TSA has an important mission, but with screeners such as these and little to no oversight with management, I am compelled to believe that things will only get worse.

Review of the TSA Blog explains the novelty item is in fact allowed and should not have been prohibited.

[http://blog.tsa.gov/2013/03/tsa-prohibited-items-list-changing\\_5.html](http://blog.tsa.gov/2013/03/tsa-prohibited-items-list-changing_5.html)

I am requesting an explanation.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

563 8/28/2014

Feedback Type : Security Issue

Categories : Carry-on Property Out of View During Screening; Miscellaneous/Other

Current Date/Time : 8/28/2014 12:05:50 AM Airport : IAD - Washington-Dulles

International Date/Time of Travel :

Airline &amp; Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Several times when i have had to deal with security entering and leaving public buildings or the airport i have been harassed...i could sort of understand confiscating a pocket knife i guess..not sure what you do with a cork screw or one inch blade..they also went through my bag on my way into us supreme court house in january to get information on filing my brief...stupid brief i suppose... they were trying to steal my tablet from my bag...i caught one of them trying to remove it from my bag and place it under the xray machine...at least its what it looked like to me...and the district is not on your list...

also prof (b)(6) in chicago he also heads the law clinic...he had scanned my designs into his laptop and gave it back to me...he travels to china alot...i bet if you checked his visa or travel before december 2012 you will find that his office number probably even his cell number has changed as has his email address...i would file a complaint with the oig and probably will when i figure how to contact whoever thaht is...

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

564 8/29/2014

The caller indicated that she traveled from India to Frankfurt to IAD to LAX two days ago. Items are missing from her checked baggage. Her medication, sandals, silver glasses and items, and her 2 sons shoes are missing from various bags. NOI was present with nothing indicated. She traveled with 8 bags. NOI were present in each. She doesn't know if other items are missing. She indicated that one of her bags is completely missing. She indicated that she filed a claim with the airline already.

She asked how the process to file a claim works. She asked how long the process takes.

IAD to LAX with a United flight (1458 or 1450) departing at 3:35pm from Gate 27. Baggage Claim # (b)(6), All of the suitcases are different.

I advised that I would refer the information to the CSM to make them aware. The CSM would have the means to look into and address this. The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. I advised that all of the information and instruction that she needs to complete the claim form and to submit that to the CMB is included in what I am sending. She should complete the claim form and submit it to the CMB. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court. The CMB will ultimately determine to reimburse, settle, or deny the claim.

I advised that she work with the airline in regard to the missing bag as it is their responsibility to ensure that her bags reach its final destination.

565 8/29/2014

Feedback Type : Complaint  
Categories : Missing or Damaged Items  
Current Date/Time : 8/29/2014 10:02:37 AM Airport : IAD - Washington-Dulles  
International Date/Time of Travel : 07/25/2014 4:15 AM Airline & Flight Number :  
AF039 Checkpoint/Area of Airport :  
TSA Employee: (If Known) :  
Comment : Dear Sir or Madam,

one of the items I had inside my checked luggage when flying on AF039 on 25 July was unfortunately missing when I arrived. A TSA flyer inside the suitcase indicated that the suitcase had been opened. Unfortunately I no longer have by luggage ID.

The missing item is a black Dakine cosmetics bag that contained toiletries such as toothpaste as well as nailclippers etc. I believe it was wrapped inside a purple plastic bag from a Berlin bookstore.

I noticed that the item was missing as soon as I arrived in Munich. However, despite the fact that I was 100% certain that I had packed the item, I wanted to double-check with the the person with whom I had been staying in Washington DC. In the meantime this person has confirmed that I did not leave the item accidentally behind. As far as I know your bag searches for checked luggage are videotaped. I would be very grateful if you could check the tape.

I can see no reason why someone would want to steal my toothpaste, which is why I assume there must have been another reason the item was removed or that it was accidentally left out when the bag was closed again.

Thank you very much,  
With kind regards,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

566 8/29/2014

Hello,  
I traveled through Dulles Airport (IAD) on Wednesday, August 27 on Korean Air flight KE094. After arrival, I found a Notice of Baggage Inspection in one of my checked bags. As I unpacked, I realized that a silk scarf I had bought as a gift for one of my family members here is no longer in my bag. I would like to file a complaint that an item was taken from my bag during the inspection. It was valued @ \$17. I know that is not a large amount, but I now have no gift for one of my family members. I mainly wanted to let you know that this occurred to possibly save someone else from being victimized.

Thank you,

(b)(6)

Sent from my iPhone

567 8/29/2014

Sirs,

we took a flight from Dulles to Paris CDG on August 28th (flight Air France AF0039 at 15:25h). One of our luggage (b)(6) has been inspected by TSA, we found a notice inside. At arrival, my daughter has been very disappointed : 2 pens are no more in the luggage ( a yellow with "New York Yellow cab" written and a black one "I love NYC"). Their value is not very important but as we live in France, we don't often stay in NYC, these pens are gifts that we can't get in France.If you find them, we will very pleased if you could send them at this adress :

(b)(6)

Best regards

568 8/29/2014

Caller flew out of Dulles and his luggage was held by TSA at the airport and checked his luggage around 5:34pm for his flight to ORD. He is needing to know why TSA is holding his luggage.

I advised him to contact the CSM at Dulles to find out why TSA is holding his luggage.

Name: (b)(6)

Phone:

569 8/29/2014

Dear Transportation Security Administration,

I was on a flight from Washington Dulles to Toronto UA3817 on August 27th, 2014

When I arrived in Toronto, I found a notice in my bag that it had been searched. I was aware that this could happen, however I discovered that prescription medication(Tylenol 3) that was in the original prescription container had been emptied totally, prescription bottle closed and returned to the zipped compartment where I had packed it. Is it common that your agents take legal prescription medication from travelers out of their bags without informing them?

I understand and appreciate your concerns regarding our security, and have no problem with the measures you take, but meds disappearing without informing the passengers seems dubious to me.

Looking forward to hearing from you.

Kind regards,

(b)(6)

570 8/29/2014

-----Original Message-----

From: (b)(6)

Sent: Friday, August 29, 2014 10:43 AM

To: TSA-ContactCenter

Subject: Lost golf shoe on flight AF039 IAD -> CDG on August the 4th 2014

To whom it may concerns,

I flew on August the 4th 2014 from IAD to CDG on Air France AF 039.

Upon arrival at my home I noticed that my baggage were controlled by TSA. During that controlled, my golf shoes were removed from my golf bag and one shoe was not placed back into my golf bag.

I placed a complain against Air France that answered me this week that it was not their responsibility but TSA's one.

Therefore I'm getting back to you to get reimburse / compensate for a pair of new golf shoe.

Find attached my flight coupon.

Awaiting to read from you,

Best regards

(b)(6)

THE ATTACHMENT IS A NOI.

571 8/31/2014

Caller will take a flight from IAD with United but the travel agent forgot to put his GOES number on the reservation and neither he nor his wife have Precheck on the boarding passes. What can I do?

Advised caller:

To receive TSA Pre\u2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name and date of birth included in your reservation are an exact match to the information on file with CBP. Then you can have your boarding pass reprinted.

572 8/31/2014

TSA,

I appreciate the difficult job you have to do. However, I am confused by the actions of your agents at both DEN and IAD. My bag was checked twice and while I appreciate this from a security standpoint I am upset that after purchasing a TSA approved lock, the lock was cut off and removed by either TSA in DEN or IAD with no explanation.

How do I go about getting not only an explanation but reimbursement for the lock. Again, this was a TSA approved lock that was cut off by your agents.

Thank you,



573 8/31/2014

Feedback Type : Complaint  
Categories : Screening  
Current Date/Time : 8/31/2014 4:34:40 PM Airport : DCA - Washington Reagan  
National Date/Time of Travel :  
Airline & Flight Number :  
Checkpoint/Area of Airport : International transfers TSA Employee: (If Known) :  
Comment : Even though my flight arrived on time from Europe I missed my connection because of the security line. I am a member of GOES and even with only carry-on baggage there was no prayer. The line extended almost back to the carousels.

Why is there no TSA Pre line or at least greater capacity. This is the second time this month I've returned via IAD and it's awful. Obviously I will use different entry points because this is stupid.

I don't need a response as the only useful response will be that you fix this problem and I can read about that on-line.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

574 8/31/2014

Feedback Type : Security Issue

Categories : Miscellaneous/Other

Current Date/Time : 8/31/2014 4:31:10 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 08/31/2014 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Midfield Concourse (International Arrivals) TSA Employee:  
(If Known) :

Comment : This checkpoint (used to rescreen connecting passengers arriving from international destinations after immigration, customs, and baggage recheck) does not require a boarding pass for entry! This means that an international traveler arriving into DC with only carryon luggage can enter the secure area of the airport without a valid onward boarding pass. It also makes it impossible to implement TSA PreCheck at this checkpoint, significantly hampering efficiency.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

575 8/31/2014

Dear sirs:

Subject: Two Boxed Nissan Shock Absorbers removed at IAD from by checked in Bag

On Saturday August 30, 2014 , I flew from Dulles International Airport : IAD (Washington) as a First Class passenger on United Airlines flight UA982 which departed around 10:15 PM to Kuwait. My destination is my country , Kuwait (KWI). One of my bags was a duffle bag , which contained personal effects including a couple of spare parts for my car in Kuwait, namely , Front Shock Absorbers for Nissan INFINITY , which I bought from a dealer in Maryland., Jim Coleman Infinity.

The two identical units of shock absorbers , new and packed in the original boxes (cartons) marked NISSAN. The two pieces of spare parts are not hazardous materials according to the website faa.gov.

The bag arrived Kuwait with the two boxes missing and found a note from TSA confirming that the bag was opened by TSA and that some parts were removed. I am now looking for these two parts in order to arrange a pick up at IAD.

The bag carried a United Airlines Tag Number: (b)(6) and United Airlines Flight UA982 dated 30 AUG14.

I shall appreciate it do receive a reply on THREE Questions:

(a) Where are the two boxes missing from the bag.

(b) Why were the two boxes removed when they are in fact not hazardous or forbidden items.

(c) Which contact : (Email and Phone Number) can I contact to further follow Up the matter.

I can be contacted at :

Name: (b)(6)

Email: HYPERLINK "mailto:(b)(6)"

Telephone: US Number: (b)(6)

Alternative phone in Washington, DC : (b)(6)

Kuwait Telephone Number: +(b)(6)

Best Regards,

(b)(6)

576 9/1/2014

My name is (b)(6) I traveled on UA897 from Washington D.C. On Saturday August 30 departing at 12:20 pm to Beijing, China arriving at 2:20 pm Beijing time. Upon opening my black soft side suitcase, I encountered a TSA notice of baggage inspection leaflet inside. As I unpacked my suitcase, I found that a Columbia River Knife and Tool Company model pocket knife was missing from my bag. I have rechecked the bag several times but the knife is definitely gone from where I had packed it that morning prior to the flight.

I arrived at Dulles Airport between 0945 and 1015. By 1035 I was checked in and on my way to my departure gate. I packed this bag myself and maintained positive control over it for the entire time until it was checked. I am inserting a picture of the knife for descriptive purposes. The one shown is desert tan, but mine is gunpowder gray.

The retail cost of this knife is \$129.99 but I would much rather have the original returned to me as it carries rather significant sentimental value. I would appreciate it if the shift supervisor on duty at the time I checked in would inventory the confiscated items logged by the TSA personnel who removed my knife and retrieve it and return it to me in a most expeditious manner.

My address is:

(b)(6)

Thank you very much for your assistance.

Sent from my Samsung Galaxy Tab® S

577 9/2/2014

Caller is flying to France today on Air France from Dulles and she is a US Citizen and made sure her Global # was in the airline system but her boarding pass does not show as PreCheck and she does not want to use the regular line after having paid for Global. She stated Delta partners with Air France so she should still get the PreCheck from Dulles.

## RESPONSE:

[http: www.tsa.gov tsa-precheck airlines-airports#VA](http://www.tsa.gov/tsa-precheck-airlines-airports#VA)  
Advised Air France does not participate from Dulles.

Told her Delta does participate from there but I have no information about Delta Partnering with Air France.

You must use a participating airport and airline.  
Also remember PreCheck can be random so you will not always receive it.

As a US Citizen you are eligible for PreCheck if you entered your KTN and your name is a match and you use a participating airline from a domestic location.

Confirmed if you use a participating airline you can get PreCheck for international flights when departing from a participating domestic airport if you are using a participating airline.

578 9/2/2014

Caller is calling from Ghana. She said she flew on British Airways. She found a NOI in her bag. She had a Graco Park and Play in her bag and now it is missing. She flew from Dulles. She said she would like to file a claim.

RESPONSE: I will be sending to your email, claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing item. Thank you for calling to let us know about the incident.

Date and Time of Flight: Sept 1st, 2014 Departed at 10:35 p.m.

Gate or Terminal: Gate B 44

Bag Description: Purple or Dark Purple Bag, Large size, 2 wheels, soft material. The box the Graco was in had the word Graco written in white on the side

Bag Claim Number: (b)(6) BA 81-02 Sept

Airline: British Airways

Flight Number: 292

Airport: Dulles

Email: (b)(6)

579 9/2/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Locks Current Date/Time : 9/2/2014 4:17:41 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/31/2014 4:30 PM Airline & Flight Number : United Airlines 225 Checkpoint/Area of Airport : TSA Employee: (If Known) :

Comment : My bag went through TSA screening at Dulles - there was a TSA orange tag on the bag tag, though no slip of paper inside. My TSA-approved lock was never replaced on my suitcase, and my suitcase was left partially unzipped. Thankfully, none of my items were lost, but they easily could have been. I would like reimbursement for my lock.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

580 9/2/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 9/2/2014 11:01:59 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/22/2014 Airline & Flight Number : United Checkpoint/Area of Airport : Luggage Screening TSA Employee: (If Known) :

Comment : I checked one suitcase for my trip. Inside the suitcase I had a clearly marked, UNOPENED box of cortisone enemas. The prescription label with my name, date, dosage information was in plain sight. The medication was in a sealed aluminum wrapper inside the outer box. The seal was NOT broken, and it was clear to anyone that the medication was unopened. This medication is used to treat ulcerative colitis which is a serious auto immune disease which requires the patient to take at bedtime to sooth the blisters on the colon.

TSA took it upon themselves to open the box, break the seal, and take one of the 7 seven bottles of medication. This medication is extremely expensive, and I was without 1 dose of my medication while I was out of town. I am appalled that my medication was taken from me, especially since there was no security danger involved. I could understand if the box had already been opened and something could have been placed inside the bottles, but this was NOT the case.

The reason I checked this medication is because when I called to inquire whether I could take it in my carry on luggage, I was told that since it was a liquid, it had to be placed inside my checked luggage.

There is no excuse for this violation. I am extremely upset. I would hate to have this happen to another human being. I was without my medicine, and the value of the lost medication was almost \$30.00 for that one bottle which was taken from my suitcase.

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

581 9/2/2014

Hello,  
On the 31st of august I was on the flight Washington DC (Dulles airport) - to Toronto (Billy Bishop airport), flying with Porter airline (flight # PD726).  
When I got to Toronto, I opened my luggage and realized my lock was missing and found the notice of baggage inspection.  
I puposly buy TSA locks so you can open my luggage without breaking or damaging my property. I do understand why you have to do it that is why I buy your approved locks. If I can respect your obligations and comply with them, I think I should get the same respect as you are going through my personal belongings without me being present when you do it.  
I was very unhappy to see that my lock was missing more so because they are not cheap to buy.  
Please advise.  
Thank you

(b)(6)

(b)(6)

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(b)(6)

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582 9/3/2014

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current

Date/Time : 9/3/2014 2:13:17 AM Airport : IAD - Washington-Dulles International

Date/Time of Travel : 08/30/2014 6:15 AM Airline &amp; Flight Number : UA3784

Checkpoint/Area of Airport : TSA pre-check TSA Employee: (If Known) :

Comment : A TSA employee responsible for attending to travelers in line informed travelers that the TSA pre-check security check point was late to open, but couldn't offer an explanation because none was provided to her from other TSA employees. Once the security shutter was finally opened, a TSA employe, ethnic Asian male, was extremely rude to the travelers in line. Most of the travelers near me were senior citizens. The first time he addressed the crowd, he pointed at all the seniors telling them if anybody had a pace maker, they need to get out of line and go to the regular security check point. He said that they were short on people and someone with a pacemaker would just slow down everyone in line. I personally think that is discrimination to senior citizens, because young individuals could also have pace makers, singling them out to shuffle them down to the regular security check point when clearly they had a permission to go through the TSA pre-check line. Then, as I was approaching the conveyer belt, he yells very loudly, (verbatim in broken English) 'Hey, Lady! You wearing your clothes inappropriately!' So, I look behind me to see if anyone is wearing a bathing suit in line, and didn't notice anyone who was wearing inappropriate clothes. When I turned back to look at him, I realized he was talking to me. I had a light jacket tied to my waist. I frequently use the TSA pre-check security check point, and at every one I've always been afforded the courtesy of wearing my jacket through the metal detector - it's even stated on the bulletin board at the TSA pre-check line that light jackets are allowed. So, instead of unnecessarily adding stress to the situation, I held my comments and simply took my jacket off and put it in my bag to go on the conveyer belt. There was no need for him to be disrespectful and rude. All he had to say was 'Ma'am please take off your jacket and put it in your bag to be scanned.' Simple and courteous words go a long way. It was very clear to me and the individuals in line with me that he hates his job and we the travelers are an inconvenience to his day. A woman behind me made a comment that she wasn't surprised at his negative behavior, because all government employees are the same. I was not only taken aback by this comment, but embarrassed that this TSA officer's behavior was giving the impression that our government treats its citizens and visitors in an abrasive manner. It bothered me that I was being labeled in the same category as the TSA official - I am a federal government employee, as well, and I DO NOT treat people in the same manner. I would be demoted or fired for such behavior. I realize now that he is a representative of our federal government at our nation's capital, Washington D.C. Extremely shameful that our citizens and foreign visitors would be subjected to the abusive behavior of this man. He wasn't wearing the same uniform as the other TSA officials, which leads me to believe he is a supervisor. I do know that TSA officials are supposed to be trained to diffuse stressful situations so that they can screen travelers in an efficient and effective manner. Unfortunately, either he wasn't paying attention to this training, or he is so unsatisfied with his job, he needs to be relieved of duty.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

583 9/3/2014

Dear Transport Security Administration,

I would like to kindly point out the absolutely appalling treatment that my luggage was very recently subjected to on my flight from Geneva, Switzerland to Washington Dulles Airport (Flight: UA975, 23 Aug 14) with onward connection to Phoenix, Arizona (Flight: UA939, 23 Aug 14).

Whilst I understand many of the concerns the US government and its citizens have about terrorism and all manner of related activities, I must protest at the brutal treatment that my luggage and its contents were subjected to during the regular "welcome to the United States" search processes. Over the years, I have grown accustomed to regular luggage searches being carried out each time I enter the United States by air. I must point out that my most recent experience is far and above what any rational person should accept. My shirts (which had been, as usual, neatly folded and laid in the suitcase), ties (folded once and laid flat on top of the shirts), business suit and all other toiletry items in the suitcase were literally rifled through as if by someone who was out to deliberately cause as much disruption to the suitcase contents as possible. Why, I ask myself? To remove all doubt, I am a seasoned business traveller and know what the normal "rough treatment" of luggage and contents results in. I have also travelled countless times into and out of the US by air and the treatment my luggage was subjected to on this occasion was beyond belief!

I am at a complete loss to understand why shirts, ties and business suit (to name just a few items) were literally twisted in knots virtually close to having them torn. The result was complete chaos with the luggage contents. The suit, for example, which had been carefully folded in the suitcase lid (in the embedded garment compartment area) had been unzipped at the bottom (which I have never done to access the suit), unclipped at the edges to allow the garment compartment to be unfolded) and the suit was half pulled out of the garment bag through the unzipped area. All was "stuffed" back inside the suitcase in order to get it reclosed by whomever was conducting the investigation. Shirts and ties were twisted and contorted to an extreme that one believes the contents were dumped onto the floor and children were allowed to play with the contents before they were stuffed back into the suitcase and the lid closed again. Even the normal "this was inspected" card placed inside by the TSA was crumpled almost beyond recognition! All extremely frustrating and aggravating for someone travelling to a wedding within the continental US.

Please can you enlighten me on why such torturous treatment of personal items is necessary in the pursuit of a safe and secure US homeland?

I await something much more than a "template" explanation or apology. The treatment my personal items were subjected to is nothing short of a blatant

demonstration of “we, the US security agencies, are in charge and do not forget this fact!” I really want to understand what is achieved by such rough treatment. To be clear, there was ABSOLUTELY NOTHING within this luggage that is prohibited, could be construed as questionable, illegal, immoral, hazardous or associated with terrorism in any manner whatsoever or could in any way be construed as such. Shirts, ties, underwear, socks, a few casual clothing items and all the routine toiletry items is quite literally all that was inside this suitcase. Please help me understand.

Regards,

(b)(6)

—  
This message is confidential and may be legally privileged. If you are not the intended recipient, please destroy the message and all attachments if any from your system and notify the sender immediately. Any disclosure, use, copying or distribution, either whole or partial of this message is prohibited.

This e-mail is sent to you upon your request and is for information purposes only. It is not intended as an offer made nor to be made. It is neither a solicitation for the purchase or sale by any means of any marketing, capital market instruments/services or financial instruments (e.g. securities, forex transactions, insurance solutions, pension plans, etc.) nor as an official confirmation of any transaction. It does not qualify, nor is it to be considered, as investment, legal or tax advice.

www.ubp.com

584 9/5/2014

Caller:  
Caller did not have a NOI. She is missing a pair of boots.

Airport: IAD  
Airline: Delta

Email: (b)(6)

Response:  
Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger’s luggage.

Claim forms will be sent within 24 hours via email. I recommended filing a claim with the airline as well.

585 9/5/2014

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 9/5/2014 1:17:49 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 9/5/14 12:30 PM Airline & Flight Number : Lufthansa 417 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) (b)(6) Comment : I was patted down, after I opted from the machine screen, and was serviced by a very rude employee (b)(6) who treated me with contempt and in a degrading manner. Her tone toward me was of annoyance and disrespect, despite my full cooperation toward her. Her tact in the patting was also of concern to me particularly as I am pregnant; she patted me down so forcefully that at one point I lost my balance (again, I am pregnant and could have fallen). Her reaction to my imbalance, though, was probably an even bigger insult as she looked at me with further contempt and annoyance. After she proceeded to screen her gloves, this employee did not have the decency to come back to me to inform me of the outcome. Instead, she yelled at me across a conveyer belt stating that I as &quot;clear&quot;. This is by no means my first time being patted by a US TSA agent, but I have never felt so disrespected. The entire process felt like some form of punishment for having opted from the machine and I felt as if I was being interrogated and searched as if I was a criminal on the loose.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

586 9/6/2014

Caller says that his brother flew home from IAD with Virgin America to SFO. Caller says that his brother is now in a panic because his laptop did not get back in his bag at the checkpoint.

Advised caller:

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#43>

You may contact IAD lost and found at:  
Washington Dulles International Airport  
703-662-2234

587 9/7/2014

TSA was horrible to me and my 2 kids at Dulles Airport. On my way home from Virginia a couple of weeks ago, I had the most horrible experience with the security at the airport (TSA). I was travelling alone with both my kids (3 yr old and 9 month old). I was wearing my daughter on my front carrier so they had to do a special test where they swipe my hands with cloths and then test the cloths. Well- my test came back positive- so they had to do a special security search with me. Not only did they have to tear through all of my bags- they also took me and my 2 kids in a back room- so they could do a full body search on me. There was a chair for (b)(6) to sit on- but NOTHING for my baby. TSA told me they were not allowed to HOLD my baby. What? I knew I was super close to making my flight so I put (b)(7) on the ground, let the lady search me, and cried. Initially when my belongings were being searched, the 2 TSA agents told me, "Don't worry. This happens all day long." As well as, the TSA agent who was 'observing' me getting body searched (she wasn't allowed to hold my baby either) told me that this also happened to her and her daughter. 4 things: 1-The test obviously isn't effective if it is testing positive all day long - and accusing moms of being terrorists. 2- The main TSA agent treated me like I was guilty! This felt horrible. 3- I am still in disbelief that they had no system for taking care of my children while I was getting body searched. Who is TSA protecting? Certainly not the children. If I wasn't so close to making my flight- I would have protested. But I knew that my day was going to be A LOT worse if I missed my flight. 4- TSA is wasting the American People's money. I wonder how much money it cost to do all of the tests on me and I am innocent. If the agents said it happens all day, then so much money is being wasted. I am putting this on Facebook- because I want people to know what is happening. I do not want this to happen to other MOMS!!! I feel so violated and my daughter's safety was compromised. I hope that if moms are aware that this is happening- moms might be able to have more power to keep it from happening to you and your children.

588 9/8/2014

He had a family group that left last Saturday and some stuff was left out for security purposes.  
Those items were two suspensions and catalytic converters, they flew directly from IAD.

Advised caller:

The Transportation Security Administration (TSA) permits car parts in carry-on or checked baggage after proper security screening or inspection only if there is no fuel or traces of fuel present. Car engine parts may be placed in checked luggage only if the parts are packed in their original box and free of hazardous chemicals, such as gasoline and oil.

If the items contain fumes or traces of fuel, they will be prohibited from checked luggage because of hazardous materials regulations. If you believe the items you wish to check contain hazardous materials or residues, we recommend that you ship them to your destination using a parcel service.

If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination. The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage

589 9/8/2014

Dear TSA

On Wednesday, September 3, I traveled on United Airlines flight 914 from Paris to IAD. Sometime during the flight time, either before the Paris flight or during the baggage transfer to the connecting flight to Norfolk, UA4847, my checked bag was opened and inspected. A "Notice of Baggage Inspection" was inserted inside my bag.

During that inspection, a shoe was removed from my bag and not replaced. Therefore, when I returned home and opened my suitcase, I discovered that a shoe was missing. I am writing this note in order to determine if this shoe was found in the baggage inspection area and to request that it be returned to me.

The missing shoe is the left shoe and is an Ecco sandal. The shoe size is EU39 and the color is a light beige with black trim. Number (b)(6)

I would really appreciate this shoe being returned to me as this is a favorite pair of travel sandals and they are new.

Thank you for your attention to this matter.

(b)(6)

590 9/8/2014

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From: (b)(6)  
To: tsa-contactcenter@dhs.gov  
Subject: Suitcase Search  
Date: Sun, 31 Aug 2014 21:09:09 +0000

I would like to report that I am cabin crew & I was on Flight VS22 departing WASHINGTON DULLES airport on Sat 30th Aug.

When I went to pick-up my suitcase from the luggage carousel at London Heathrow my suitcase was open & all the contents were on the carousel.

There was a Notice of Baggage Inspection inside so obviously the employee from your department who inspected it didn't close it properly nor did they lock it.

This incident caused me deep embarrassment as it was witnessed by approx 250 people.

My suitcase is searched everytime I leave the USA & I would like to find out what is in my suitcase that your dept are interested in, how do I do this?

I would appreciate your comments on this incident.

(b)(6)  
Virgin Atlantic

591 9/9/2014

From: (b)(6)  
Sent: Tuesday, September 09, 2014 8:15 AM  
To: TSAExternalCompliance  
Subject: Complaint against TSA - Washington

Dear Sir Madam,

Please find attached a formal complaint (4 pages) that I wish to be investigated. I am happy to furnish any additional information you may require

Yours sincerely,

(b)(6)

Tel # HYPERLINK tel:011%20-%2092%20-%20300%20-%208462255 \n011 - 92 - 300 - 8462255

Attachment:  
September 9, 2014

Multicultural Branch,  
Office of Civil Rights Liberties,  
Ombudsman and Traveler Engagement,  
Transportation Security Administration,  
701South12th Street,  
Arlington, VA 20598-6006

Dear Sir Madam,

Re: Racial Discrimination Humiliation at the Washington Dulles International Airport

My name is (b)(6) and by profession I am a lawyer. I am also a husband and a father. I am a dual citizen of Canada (by naturalization) and Pakistan (by birth). My wife is also a dual national like me and our three children are 5, 8 and 12 years old. They are all Canadian citizens, born in Canada.

The purpose of this letter is to inform you about a recent very humiliating, discriminatory and disturbing experience my family and I, especially our minor children underwent while at a US airport by the Transportation Security Administration (TSA). I find it very relevant to mention that the following incidents are undoubtedly, nothing short of blatant racism and discrimination, based on our origin, our faith and my spouse s and my

country

of birth. My Canadian born daughters, were still subjected to these discriminatory and racially profiling behaviour, because both their parents were born in Pakistan, because we are Muslims and because we are of South Asian origin. Thus the civil rights and civil liberties of my family have been breached by the TSA.

I would request this agency to investigate my complaint and to ask the TSA for an explanation of their discriminatory and biased objectionable behaviour towards my underage children - that too without any authorization and consent from my wife or myself.

#### BACKGROUND:

I have, in the past almost two years, always had a RANDOM selection for a body search, luggage search and questioning by the US border security. My first trip to the United States was in 1982, when I was a child myself. I have never had a visa refusal for the US and in fact in 1997 I was admitted to study at the George Washington University. The admission process too had no issues and or challenges vis-a-vis visa issuance; though for personal reasons I did not pursue my education in the United States. I have never had any problems at any border, any port of entry in any part of the world, until very recently, as mentioned above.

In relation to my international travels I have frequented, visited and lived in several countries including but not limited to Canada, United States, United Kingdom, France, Italy, Singapore, Thailand, Malaysia, Philippines, Indonesia, the United Arab Emirates, Oman, Pakistan, and Bangladesh. These travels were for business and leisure. Never have I faced any discrimination, and abuse in any country the way I have faced recently, in the US, while travelling through the US on my Canadian passport.

#### TRIP 1 - DISCRIMINATION AND RANDOM SELECTIONS:

In the summer of 2013, I travelled, along with my wife, to the United States, for a brief holiday. We visited Orlando and Las Vegas during this trip. Whilst boarding our flight from Orlando to Las Vegas I noticed a SSSS sign printed across my boarding card, and as soon as the card was issued, my passport and the boarding pass were taken from me and I was made to bypass the long line of travellers waiting at the security gates and brought to the front of the line where an officer informed me that I was randomly selected by the airline for a special search. The emphasis on the word RANDOM was comical, convenient and contradictory to his demeanour. A complete body pat down search was conducted in the open which was a bit awkward as people were staring at me as if I was a criminal. Had this been a regular in the line search it would have been acceptable but to be singled out of the long line and taken ahead of everyone made everyone look in my direction. The entire exercise could have taken place in privacy but it did not. It was also

my first experience and I did not know what to expect, I was taken aback since this had never happened to me at any international or domestic airport. The ordeal did not end there, my carry-on luggage was searched inside out. Needless to say, nothing was found.

At Las Vegas I noticed the same SSSS sign on the boarding card and again the same drill

was repeated and again the officer stressed that the selection was random.

#### TRIP 2 - DISCRIMINATION AND RANDOM SELECTIONS:

I currently live in Pakistan with my wife and children. In the summer of 2014, we planned to be in Canada. We have a family home there and my sister lives in Toronto so it is our preferred vacation destination. During this trip we had to briefly visit the US and there were several transit flights in and out of the US. This plan was made with my family, i.e. my wife, three children. Since there were several international tickets to be bought and the most reasonable fare into and out of Canada was via the US, we purchased our tickets to visit Canada through the US. Hence the transit flights via USA. In addition we were planning a trip for a Caribbean cruise holiday and that was through Miami, USA.

Whenever, and wherever we checked in, at a US airport, all of us travelling on our Canadian passports, my boarding pass always had SSSS printed across it which meant that I had been RANDOMLY selected for extensive searches. However, what disturbed me was, that the body searches and pat downs, were all done openly, in plain public viewing and specifically in front of my wife and three minor children. And I was always singled out and made to leave queues and line-ups so the focus and everyone else's attention was on me. If these were regular pat down, with no specific fingers pointed at me it would not have been so much of an issue for me. This bothered me - also because all parents have a special parent-child relationship, and all children have an innocent childhood. I felt that TSA was robbing my children of their childhood and innocence since they saw the ugly side of security or rather the ugly side of US under the guise of their nation's security.

My wife and children clearly saw how demeaning and belittling the officers were towards me; they saw how they disregarded and disrespected anything I said; and my children realised I was the only person singled out of long line-ups, so something was wrong about me.

#### OBJECTIONABLE DISCRIMINATORY, IN-HUMANE AND DEMEANING CONDUCT AND ACTIONS AGAINST THE BODY OF MY MINOR CHILDREN:

On August 19, 2014, we were returning to Pakistan from Washington DC Dulles International Airport. I was expecting the same attitudes, same random selection and

same callous and ignorant attitudes. However, I did not know worst lay ahead of me. We were issued our boarding passes for our flight to Pakistan. As expected my boarding pass had the random SSSS printed across. I was now prepared to undergo another special body search but was thankful this was the last time. Unfortunately, as we approached the security scanners the lady officer accompanying me started speaking to another male officer standing there. She directed him to conduct the special security search on me as well as my three daughters who had not even been selected for the special and random security search. The male officer was reluctant. He advised the female officer that it was only the person whose boarding pass had the words SSSS to undergo the thorough and extra search, which in this case was only myself. The brief discussion, almost argument, between the officers continued for at least about five-six minutes whilst my family and I stood in a corner, once again as though we were ALL criminals. They then agreed to refer the matter to their superior officer. In the meanwhile my family was taken through the security scanners and I underwent the pat down procedure whilst the female officer, in a prison matron in-charge style, stood guard on my three daughters ages 5, 8 and 12 as though the girls were about to escape a prison. It was during my search that the male officer returned and informed the other officer that the supervisor was of the opinion that if she felt that the children also needed to be searched she could go ahead with the search.

I was not happy with this decision and I protested that my children should not be subjected to this extremely extraordinary and inexplicable ordeal; the only reason being that they had been discriminated due to my origin, religion etc. We were then advised, by the same female officer, that it was either the pat down for all my children as they had been in contact with me or the children would all be denied boarding for our outward flight. Under threat and extreme duress, and in fear of the children not boarding our flight out of the US, and I reinforce I was under great coercion, that I gave consent to have the children patted down. As the officer, in an open hall, in front of all other passengers started the search procedure on my children, I intervened and requested to her to at least take the children to a private room. She abruptly told me to mind my own business and that she would carry out the pat down in public and if I had some issues, I could lodge a complaint against her. It is this horrible and unforgiving attitude that has really humiliated us and caused my children and us extreme stress, anguish and undue indignity. Further I felt disgraced and ashamed seeing my minor daughters being patted down in public due to no fault of their own, simply because I am their father. The entire situation could have been mitigated by the officer taking my children in a private room for a search, as requested by us.

Once this was over, I requested the officer to give me in writing why my minor daughters

had to go through the pat down procedure. I wanted this information to support my complaint but I was denied the same at which I requested to see the supervisor. After much reluctance, one (b)(6) came and met me. I informed him that Washington s Dulles airport was the first airport where my children had been body searched without a reason. Only because I was selected for special security and random checks they did not have to be subjected to the same. The supervisor very offensively responded that if the staff at the other airports don t know how to perform their duties what can I do . I was mildly surprised at his attitude and requested him as well to give me in writing the rationale why my daughters had gone through the pat down procedure. According to him this was done within the parameters of the Standard Operating Procedures (SOP) of TSA. In my opinion, this was done in a most distasteful and in a most unbecoming manner. The supervising officer refused to give anything in writing and addressed me in a very aggressive and crude manner and stated do whatever you want, file any complaint, this is my airport and no one can do anything to me. I have seen many complaints being filed but the result is in the negative in each and every one of them.

Ironically my wife was never searched. If our children were selected based on the fact that they had been in contact with me I am not sure what rationale they applied to my wife. In frustration I asked them why they did not search her and they suggested that she was not randomly selected that is why she was exempt from the search.

In closing, I find it very relevant to mention that these incidents are undoubtedly, nothing short of blatant racism and discrimination, based on our origin, our faith and my spouses and my country of birth. My Canadian born daughters, were still subjected to these discriminatory and racially profiling behaviour, because both their parents were born in Pakistan, because we are Muslims and because we are of South Asian origin.

I am happy to answer any questions and can clarify any point I may have raised. I can be contacted via email at (b)(6) or via phone, internationally, at (b)(6)

(b)(6)

Yours sincerely,

(b)(6)

592 9/9/2014

Dear Friends at TSA,

Last Sunday I flew from London-Heathrow to Greenville-Spartanburg, connecting through Dulles, which was my point of entry into the U.S. As you are probably aware, the security at Heathrow is very tight, and going through the security checkpoint there to get on the plane is very involved. One could not sneak a toothpick past their security people.

When I arrived at Dulles, we were in a secured area from the time we got off of the plane until we cleared customs. Then we had to go through the entire security process AGAIN before we could board our flight to Greenville-Spartanburg. My question is, why? We cleared security before we got on the first flight. Why a re-check at Dulles, when we were in a secure area from the time we got off of the plane until we hit that security checkpoint?

I would appreciate it if you could enlighten me about this. Thank you very much.

(b)(6)

593 9/9/2014

I received a notice of baggage inspection notice in my luggage. I am missing my travel journal from my bag. I flew from Johannesburg to Dulles on SA 207 and on to Pittsburgh on United 3862. The journal was blue leather with Novartius stamped on one side and (b)(6) stamped on the other. Is it possible that the item was not returned to my bag and TSA has it in a lost and found area? I am confident that I packed it. Thank you for your help. (b)(6)

594 9/9/2014

Caller flew from Europe to the US into DC. One of the bags was inspected by TSA. She found a NOI. Her husband's medications, including some of his prescription medication, are missing. He was supposed to start his medication yesterday. Her husband needs the medication. The claim form probably won't solve the issue for her.

I have only these two routes to pursue.

You flew into the US from Vienna? Which airport in DC?

From Moldava to Vienna to Dulles to TPA.

1. Airport: Dulles
2. Airline: United
3. Flight number: 7923
4. Departure date and time: Sept. 4, 1715 but delayed to 2108.
5. Approximate time of incident: NA
6. Location (terminal or gate number): Gate 24 but changed to 7 at IAD.
7. Description of baggage: medium blue bag, larger, handles, Tege brand.
8. Baggage claim numbers: caller does not have that at this time.
9. Notations on the NOI: nothing stamped or written on it.
10. Contact information: (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

Be aware that the bag would have gone through some form of screening in Moldava and Vienna as well as customs in Vienna and Dulles before it came to TSA. TSA also Claims expedites items that are medically necessary.

She found a NOI from TSA, but no one else in the bag.

TSA is the only agency required by law to place that notification in the bag.

Can I provide the phone numbers to those other agencies?

I can provide US Customs number (877-227-5511), but I have no others.

Caller advised that she would look for that information on-line.

595 9/10/2014

Hello

On a recent trip out of IAD ( through Heathrow to Rome) my checked bag was opened by TSA and not only was the computer physically opened and left unscrewed without the screws (see pictures), but the computer, which had been packed safely between my clothes to avoid damage, was replaced by TSA on the top of all my clothes. I would like to file a claim for this issue.

Thank you

Sent from my iPad

596 9/11/2014

Caller says she took her aunt to Dulles airport. One of her aunts had a lady push the wheelchair.

The lady who pushed the wheelchair took a picture of her aunts boarding pass and passport on her personal cell phone.

Is this normal airline procedure?

Caller Advised:

I m not sure. TSA does not provide the wheelchair attendant service. This would be within your airlines jurisdiction.

We recommend calling your airline, as consumer related matters are handled directly by them.

TSA is responsible for ensuring prohibited items do not go onboard the aircraft.

597 9/11/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Locks Current Date/Time : 9/11/2014 3:09:12 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/10/2014 2:00 PM Airline & Flight Number : Airfrance 039 Checkpoint/Area of Airport : Hold luggage screening TSA Employee: (If Known) :

Comment : My checked bag was apparently selected for screening (there was sticky tape &quot;TSA screening&quot; on it when I got it back in Paris, but no letter inside). This bag had a padlock on it that is &quot;TSA approved&quot; (I close it with a 4 digit code, you can open it with a key). I found the padlock inside my case, with the bottom part (where the key goes) partly torn away. It is now broken and needs to be replaced. These locks are expensive because TSA does not need to break them to check luggage! I want this padlock reimbursed or replaced.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

598 9/12/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current

Date/Time : 9/12/2014 5:18:16 AM Airport : IAD - Washington-Dulles International

Date/Time of Travel : 09/12/2014 5:00 AM Airline & Flight Number : Delta 1549

Checkpoint/Area of Airport : TSA Screening TSA Employee: (If Known) :

Comment : The screening agents were sending passenger items through the xray with no regard to quantity of items and the fact that the passenger xray line was backed up. My TSA approved laptop bag was open and laying flat for the xray. By the time i got through the passenger xray, all of my items were so squished on the conveyor belt that my laptop portion of my backpack had been forced to flip under my backpack, which could have severely damaged my laptop. The TSA agents had to see this unreasonable pileup of items. Bins were being so smashed together that they were flipping on their sides with passenger items falling out. I am very lucky none of my items went missing or damaged. I made a comment to one of the agents and he ignored me.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

599 9/12/2014

Hi TSA

I was at Dulles Airport (IAD) and arrived at the TSA-Pre line at 8.55pm. The TSA shift had already shut down the line at that time.

I found it very frustrating that they weren't open until 9pm. When I asked the TSA rep - he said that the staff had to leave by 9pm.

To me that is poor customer service - if its advertised as staying open until 9pm, then the shift should not shut down early.

Thanks

(b)(6)

--

(b)(6)

600 9/12/2014

Dear Sir or Madam:

I was surprised tonight as I passed through security (approximately 8:30 PM on 12 September at Dulles International) to observe the sparse number of women working. I opted out of the body scan due to pregnancy, and had to wait with 4 other women while the only woman on post explained she could not leave her post because it was a set position. No other women were available and one had to be called from another area. I observed approximately 10 other TSA agents, all male. Not only is this an inconvenience for the number of women opting out and waiting for pat downs, it also shows a gender disparity in the number of men and women working for TSA at the airport. I am sure there are many reasons for why this number is so disparate, but perhaps they are not good reasons. I would encourage TSA first to have enough women on staff to sufficiently pat down women who opt out of the body scan (in this instance, there was not a single female agent available in this area of the airport). Second, I would encourage TSA to scrutinize its hiring and recruiting methods to ensure that women are being both encouraged to apply and fairly considered for positions with airport security.

Thank you and regards,

(b)(6)

--

(b)(6)

HYPERLINK "mailto:(b)(6)"

601 9/14/2014

Caller had their bag inspected and is missing a leather jacket from the bag. There is a NOI. Caller flew from Dulles to Seoul.

Advised caller : Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

602 9/14/2014

Caller is a CBP officer and works at MIA opening bags on international flight. Caller flew from Dulles to MIA today and his bag was searched. Caller found a NOI and he is upset because he had 2 magazines that were sealed in the original packaging, both were ripped open. Caller was saving these as a collectible items. Caller said he competed in the Trigicon World Shooting Championship to win these magazines and caller does not understand why TSA opened them. Caller said he understands the need for search bags for explosives but he could not understand why TSA had to open both of the magazines. Caller competed with 200 other people in this competition to win these magazines and certificates. Caller had these packed inside a hardsided binding and all the way on the bottom of his suitcase so it would not get damaged. Caller also said the certificates he got for the shooting competition were all crumpled up. Caller said they ripped his magazine and then shoved everything back in his suitcase without taking care. The NOI but there is nothing written on it.

1. Airport IAD
2. Airline----American
3. Flight #---1173
4. Date and Time of the flight---- 09 14 14 05:46 AM
5. Gate or Terminal----
6. Baggage description--- Medium size bag Dark Name blue with red highlights, McIlain is the brand of the bag
7. Bag Tag # (10 digit)---

603 9/14/2014

From: (b)(6)  
Sent: Saturday, September 13, 2014 9:14 PM  
To: Ombudsman, TSA  
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM  
<http://www.tsa.gov/contact/index.shtm>

---

Remote Client IP: (b)(6)  
Date Time: 9/13/2014 9:13:54 PM

---

Name:

(b)(6)

Email:

HYPERLINK "mailto:(b)(6)"

Brief Description of Inquiry:

Broken TSA lock

Comments:

While at IAD airport on Thursday Sept 4, after arriving from Amsterdam via UA 947, enroute to Cincinnati, via UA 3408, the TSA lock on my suitcase was cut off by TSA inspectors. TSA locks are expensive, and your key should open them. I respectfully request a reimbursement for the lock.

604 9/14/2014

Dear Sir or Madam: I wish to share an incident that happened at Dulles on the afternoon of April 10th as I was leaving for Buenos Aires. When I got up to the security checkpoint, I indicated to the TSA worker at gate 52 by telling and pointing to my side, that I had a metal hip and I wanted a pat down. The TSA individual at first ignored me so I thought he did not hear me above the din. When I repeated my comment, he angrily turned toward me and said, "Don't yell at me!" I was somewhat startled as I did not consider myself yelling as it was quite noisy and I thought he did not hear me the first time. I was trying to be cooperative and helpful to him.

In my opinion, this is not the type of individual who can handle this sort of job. He might have said to me, "Madam, I will get to you in a moment. I did hear you the first time." He would have looked a lot more reasonable and professional.

I did share this with those who represented themselves as his superiors and they apologized to me. Can I make a suggestion? Instead of TSA workers wearing an invisible name tag flipped over where names are not visible, why not have them wear a visible number tag on their shirt pockets? This way the numbers can be used to commend or complain about behaviors.

You won't know who is doing a good job or a poor one if you don't receive or solicit passenger comments. Hope you will consider a better way to have those who regularly interact with your employees give you this necessary feedback. Many thanks, (b)(6)

605 9/15/2014

The caller mentioned that on Sept-11th she had a very negative experience at IAD. She is a parapalegic with leg braces and a walking cane, however she can walk some but very slowly. It appeared that the caller went through an extremely long and invasive screening experience, several TSO s spoke to her in a rude fashion, \*treating her like a child\*. She explained to me that she felt that the entire experience was rude and insensitive. She said that three TSO gentlemen just stood there and gawked at her while she was waiting for her patdown making various comments to her. She inquired about her purse and walking cane while she was waiting for a female TSO to give her a patdown (30 minutes). The three TSO s made insensitive comments such as \*stop worrying about your things, just sit there and wait\*. She explained that when going through the WTMD, no TSO s offered to help her walk, so her husband assisted her. When he was finished, they made him go through the entire process all over again, I explained that it is SOP for him to be rescreened, she didn t like that at all. She explained that in the end, the whole screening process took its toll on her that day and she began to cry. The TSO s left the area at that point and an STSO came over to her. She said that the he was very nice and immediately had a female officer in the near area conduct her patdown. She nearly missed her flight due to the sceening. On her return flight from another airport she said that the TSA officers were much more pleasant and organized, treating her respectfully. She wanted to know why IAD was so chaotic and rude.

I apologized for the way that she felt and explained to her that I would send her concerns and complaints to the CSM at IAD.

Date Time-- 9-11-14 at 8am.

Gate or Terminal--1st Terminal when you drive in. She was sure that it was Terminal #1.  
Airline—Virgin America  
Flight #--VX89

Advised:

(TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. (She did ask for a STSO)

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

In addition, I gave her the information for TSA Cares on future flights:

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. to 11 p.m. EST and weekends and holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. I told her that I would also email her the TSA Cares information.

606 9/15/2014

Caller says he applied for Precheck at IAD and hasn't received anything. It's been about 5 weeks.

Caller Advised:

Please contact the Universal Enrollment Call Center at ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

He asked how long it takes.

I told him generally it takes about 2 to 3 weeks but it's not uncommon for them to take longer

607 9/15/2014

Caller:He traveled from Dallas to Cartagena via Panama with Copa airline. When he arrived his lock from his check baggage was missing and wanted to place a claim.

Airport: Dulles international airport

Airline: Copa Airlines

Flight: Not available

Baggage tag: Not available

Description: Black

NOI: No info

Gate: Not available

Advised: Twos receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

608 9/15/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items; Locks Current Date/Time : 9/15/2014 8:55:09 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/29/2014 10:35 PM Airline & Flight Number : British Air 292 Checkpoint/Area of Airport : Checked bags TSA Employee: (If Known) :

Comment : Our family of 3 traveled to England on Aug. 29th. We used 3 new TSA compliant luggage locks for our checked bags. When we arrived at London Heathrow on Aug. 30th and claimed our bags, two of our checked bags, # (b)(6) and (b)(6) were missing the locks. While it appeared that none of our belongings was missing, we did have to purchase new locks(again)in England for the return flight. What happened?? Will you reimburse us for the new locks since you took our brand new ones?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

609 9/16/2014

Caller flew from Manchester, England to IAD to Jacksonville, FL 9-9, and her bag had been opened by TSA. There was a TSA lock on the bag and it is now missing and a NOI was inside the bag with nothing written or stamped on the paper. Contacted United and was told it had nothing to do with them and referred her to TSA. The handle is broken and was shoved back into the bag and it made a big hole in the bag. Caller doesn't understand why they had to damage the bag.

1. Date and Time of the flight----9-9-14, departed at 4:50 PM
2. Gate or Terminal----C14
3. Baggage description---The bag is a Light Gray large roller bag, 4 wheels, a Leather Pink ID Tag and had fringe that were like balls in a turquoise color around the handle, TSA lock.
4. Bag Tag # (10 digit)--(b)(6).
5. Flight #---UA3671
6. Airline----United

Response:

Apologized to caller and provided claim form via email, should receive within 24 hrs.

610 9/16/2014

Caller traveled from Dulles to Ecuador a battery charger for a car was removed from her luggage a note was left saying that security removed the item because was dangerous can she get the item back the note said security will contact her but they have not .

If hazardous materials are found in a passenger's checked baggage, those items are brought to the attention of the aircraft operator on which the passenger is booked. Once the aircraft operator determines whether the item is permitted or prohibited, TSA officers accept the aircraft operator's determination. The aircraft operator is responsible for the control and disposal of the item, and there are no provisions for returning prohibited items removed from checked baggage.

611 9/16/2014

Dulles airport in Washington, sorry for not mentioning before.

Regards,

(b)(6)

On Tue, Sep 16, 2014 at 9:51 AM, Hans Hilhorst <HYPERLINK "mailto:(b)(6)"> wrote:

Dear Sir / Mrs,

On my return in Netherlands from Washington DC on 14th September with flight KL 652 I noticed the leaflet of Notice of baggage inspection in my golf travel bag. On opening I found that all was opened and just thrown bag into the travel bag with several zippers on the golf bag open. I take care of my golf clubs and had my caps wrapped around the club heads to protect them. On opening I found the caps removed and the golf club cover not put bag, instead all was thrown inside the travel bag loose.

I can understand the checking of baggage but I cannot understand that officials are treating baggage that does not belong to them on a way that does not show very much respect.

I know it will be impossible to find the guilty person but this gives me a very bad taste of the respect the United States officials are showing to visitors on the USA. I just wanted to make you aware of what I found

Respectfully

(b)(6)

612 9/16/2014

Feedback Type : Complaint  
Categories : Professionalism/Customer Service Current Date/Time : 9/16/2014 10:15:19 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/16/2014 10:00 AM Airline & Flight Number : Emirates flight EK 232 IAD TO DXB Checkpoint/Area of Airport : Security screening X-ray TSA Employee: (If Known) : Charles Cloud Comment : Spoke to my wife I and two other passengers in an angry tone with loud voice when they did not do immediately what he asked. Unnecessarily antagonistic in his interactions. Very unprofessional and aggravating.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number : (b)(6)  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

613 9/16/2014

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 9/16/2014 5:30:56

PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/15/2014

4:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : TRANSFER FROM INTERNATIONAL TSA Employee: (If Known) : ALL OF THEM WORKING Comment : THERE WERE ONLY FOUR LANES TO PROCESS ALL INTERNATIONAL TRAVELERS CONNECTING TO US FLIGHTS. AT ABOUT 1615 HOURS, THE LINES CAME TO A STANDSTILL. THE TSA WORKERS WERE STANDING AROUND AND LAUGHING AND NOT MOVING A SINGLE PERSON FORWARD. EVENTUALLY, ONE LINE WAS PERMITTED TO HAVE TWO PEOPLE PASS. THEN TWO MACHINES WERE LEFT UNMANNED AS THE STAFF CONTINUED TO MILL ABOUT AS THOUGH NO ONE WAS WATCHING THEM.

I COMPLAINED TO THEM ABOUT THEIR UNPROFESSIONAL BEHAVIOR. I WAS SUBJECTED TO FURTHER SCREENING BECAUSE OF A PASSPORT IN MY POCKET. THEN THE WOMAN THAT I COMPLAINED TO SWABBED MY HAND AS WELL.

AFTER I COMPLAINED ABOUT THEIR BEHAVIOR, IT STILL TOOK THEM FOUR MINUTES TO GET THE LINES SOMEWHAT MOVING.

THIS WAS BEYOND FRUSTRATING.

THESE EMPLOYEES ARE PAID THROUGH TAX DOLLARS AND OWE A FIDUCIARY DUTY TO EACH OF THOSE AMERICAN CITIZENS THAT WERE PASSING THROUGH THE LINE. THEY SPENT MORE TIME JOKING AND PASSING THE TIME AND GAVE THE IMPRESSION THAT THEY DIDN'T CARE ABOUT THE CITIZENS THAT THEY WERE THERE TO SUPPOSEDLY PROTECT AND SERVE.

I AM APPALLED AT THE LACKADAISICAL TREATMENT THAT THEY SHOWED TO THE TWO HUNDRED PEOPLE THAT WERE TRYING TO BE INSPECTED AND CONTINUE ONTO CONNECTING FLIGHTS.

THE SCREENERS DISPLAYED LAZY BEHAVIOR BY STANDING IDLY AROUND AND JOKING IN SPITE OF THE CLEARLY LONG LINE THAT HAD FORMED.

IN CONCLUSION, THE TSA WORKERS AT IAD INTERNATIONAL TRANSFERS TO US DESTINATIONS WERE EXTREMELY RUDE TO ALL OF THE TRAVELERS THAT WERE PASSING THROUGH.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

614 9/17/2014

Callers luggage was inspected and she is missing items. Caller is missing 2 pair of running shoes, one is black with blue details and the other is gray with pink details. Caller is wanting to know what can be done about this.

Advised caller:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: IAD

Airline: Delta Airlines

Flight number: DL 801

Departing time: 7:15 pm

Date and time of incident: 09 10 2014 04:00- 6:30 pm

Baggage tag number: (b)(6)

Luggage description: It is a orange Nautica suitcase with 2 wheels.

NOI: Yes

615 9/17/2014

Caller flew on from Manchester England to Dulles to Richmond on Sunday on United flight 101. When she got home they cut her TSA lock and placed it in the bag along with an NOI. They were too lazy to get the tool to open the lock so they decided to cut it.

Advised:

The lock may have been cut off overseas and when it got to the US the bag got inspected.

I can send you a claim form if you want to file a claim for the broken lock? Caller declined.

If you can provide me with some information I can provide this to the CSM at the airport and they can investigate the matter. Caller was being difficult and not providing much information.

All I can do is make a record of your complaint and someone will look at it.

616 9/17/2014

My wife and I recently visited Washington DC. When we got home to England we discovered one of our suitcases had been opened, the locks broken and a TSA-OSO form 1000 inside. I am writing with some comments as your form invites.

I have waited several days before composing this e mail to try and gather my thoughts together about this outrageous action by yourselves

We all understand the need for complex and full security when travelling nowadays especially by aeroplane. I have no complaints about the need to go through security scanners and the like – it is in all our interests and my wife and I are very experienced travellers. As a retired former direct employee of the British Government myself I understand the vital importance of security checks. However to see my suitcase swathed in your tape and to see that you had broken into it leaves me feeling as if I have been mugged or my home broken into.

My wife and I were selected to go into the TSA Pre channel when going through security to leave Dulles airport. I don't know why but presumably your systems suggested we were low risk travellers. If this was the case why then was a suitcase searched. Surely we could have been paged and opened the suitcase for you to look through. Instead we have a suitcase that is now unusable and a feeling that our privacy has been violated.

This whole episode has left us both very upset. We had looked forward to this holiday and enjoyed it immensely but now can only think of our luggage being searched. This leaves me wondering if I visited America again whether the same thing would happen. I don't know if I want to visit America again. I can not believe there was any need for your staff to behave in this fashion and to then glibly say you are not liable for any damage caused just adds to the grievance we both feel.

I don't expect you will change your stance as a result of my e mail but I hope someone in your organisation stops and thinks carefully about the effect of your policy and behaviour on the innocent traveller.

(b)(6)

ID Date Added\_Date Only Contact Details

617 9/17/2014

Caller: Caller states he had an international flight from Istanbul to Washington and his luggage was broken. Caller states he found a NOI inside his baggage.

Response: Informed caller that I would email him a claim form and cover sheet.

Airport- Washington Dulles

Airline- United

Flight number- 416

Date and time of incident- 09-16-2014 12:55 pm

Baggage and tag numbers- (b)(6)

Description of baggage- Blue with wheels

Was there and NOI- Yes

Anything on NOI- No

Specific location of incident- Not provided

Contact information (phone number or email)- Does not have access to the internet  
916-974-7702

618 9/18/2014

Caller said she tried to email her complaint to us and the email address wont work. She asked for our email address and she said her info shows a hyphen in it and she tried it without the hyphen and she said it still wont work. She said on Aug. 30 she traveled from Dulles and her luggage got inspected and she got the noi. She said she had a TSA lock on it and the lock got broken and she said nothing is missing and nothing else is damaged and that they put the broken lock in her check bag. She said she cant remember the name of the TSA lock then she said it is a search alert lock. She asked why did they break the lock and she said she does not want to file a claim. .

Response:I gave her the email address as TSAcontactcenter@dhs.gov and that we recognize Travel Sentry and Safe Skies locks. I offered to go over how to file a claim or email her a claim but she declined it.

619 9/19/2014

I recently flew from Riyadh, Saudi Arabia (RUH) to Washington/Dulles on Saudi Arabia airlines and I have a question that I hope to get answered from TSA. TSA require passengers to plastic-wrap luggage going to the USA? I realize this is an odd question; however, I experienced a big inconvenience and a cost associated with this and the Saudi TSA people blamed the US TSA people.

Upon arrival at the RUH air terminal, I was told to get in line to have my luggage wrapped in plastic wrap (see attached pics of my luggage). It was a long line and they charged 20 Saudi ryals for the service. I was told it was required by USA TSA. I find this hard to believe and I'd like to get an official ruling from you regarding this. If the answer is that it is not required, I'll work with the Saudi gov't to get this bad practice stopped. I think it's a money-making scheme for the airport and not a true TSA requirement.

Aside from the costs and inconvenience in Saudi Arabia, it makes it difficult to identify your luggage on the other end. It was chaos.

Please escalate this to someone who can provide me an official answer, preferably by letter (as a PDF).

(b)(6)

620 9/19/2014

To whom it may concern,

my name is (b)(6) and on September 17th I took the 6:30 PM British Airways flight number 216 from Washington Dulles to London Heathrow. My final destination was Pisa, Italy and when I arrived there I discovered that my suitcase had been opened forcefully for inspection. When I spoke with a local customs agent in Pisa, she told me that suitcases in the U.S. should not be locked with a key. Regretfully, I did not find any notice of this particular rule in the airport and the British Airways agent did inform me during check-in. I would like to point out that I have been flying back and forth between North America and Europe since I was born and I can assure you that, had this rule been adequately displayed, I would have followed it.

Once I opened my suitcase, I found an explanatory note left by the TSA and all my objects had been put back in their place. However, I was rather disappointed upon reading the phrase "TSA is not liable for damage to your locks". At this point I have to throw away my suitcase because it no longer closes (I have attached a photograph to this e-mail which documents the damage).

Although I understand the need to fight terrorism, especially in a particular moment such as this one, I suggest that you find alternative to breaking suitcases without assuming any responsibility for this type of action. For example, a clearly visible sign could be placed at the check-in of each flight warning travellers that suitcases should not be locked.

Kind regards,

(b)(6)

Lucca, Italy

621 9/20/2014

The caller is a frequent flyer with United Airlines, and he always receives the benefits when departing IAD. However, he never receives the benefits when departing DEN, and and he wanted to know why.

Advised Caller:

For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371).

Individuals who are eligible for TSA Pre\u2713\u207d as a frequent flyer are not issued a Known Traveler Number (KTN). Therefore, when you make a reservation, your information, such as name, date of birth, and frequent flyer number, is transmitted to TSA for TSA Pre\u2713\u207d consideration.

Frequent flyers who are eligible for TSA Pre\u2713\u207d with their airline are limited to participation with that one airline. However, frequent flyers may be interested in applying for TSA Pre\u2713\u207d eligibility through a DHS trusted traveler program such as the TSA Pre\u2713\u207d application program or Global Entry.

It is important to remember that TSA Pre\u2713\u207d does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Please please contact CBP through their information center by telephone at (866) 530-4172, Press Option 2.

There is an \$85 fee for TSA Precheck, and \$100 for GE.

In addition, the applicant would go to an enrollment center, and go through an interview and background check. Also, fingerprints will be taken.

622 9/20/2014

Feedback Type : Complaint  
Categories : Professionalism/Customer Service Current Date/Time : 9/20/2014 3:28:45 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 9/20/2014 3:00 PM Airline & Flight Number :  
Checkpoint/Area of Airport : West  
TSA Employee: (If Known) : Male working in the leftmost lane Comment : Male employee was loudly and repeatedly instructing people to move faster and to push their bins to the scanner even though the people in line were all busy removing accessories/shoes/laptops. His behaviour only caused more confusion, especially among elderly people. He also tooled my laptop out of my hands and threw it into a bin from a height where it bounced several times. This is a disrespectful way to handle personal belongings and likely has caused damage to my laptop.  
Would you like a response? : True  
Passenger's Name :  
Phone Number :  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

623 9/20/2014

Feedback Type : Complaint  
Categories : Other  
Current Date/Time : 9/20/2014 6:30:10 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/20/2014 1:00 PM Airline & Flight Number : delta  
Checkpoint/Area of Airport : IAD TSA Employee: (If Known) :  
Comment : It's not about me but about another passenger on the line. She was allowed to go to the front to catch her flight because she was late for her flight. We all let her go. But TSA personnel came and harrassed her. She missed her flight but it's injustice and unfair. They were interrogating her. Why TSA harrassed her when none of the people on the line had problem with that. Please need explanation. TSA staff are harrasing people. Please need explanation and it's our right to know if TSA staff are trained to handle such situations. They completely mishandled and abused this girl.  
Would you like a response? : True  
Passenger's Name : (b)(6)  
Phone Number :  
Email : (b)(6)  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

624 9/20/2014

Caller flew from LAX to IAD and was approved for Precheck on her boarding pass. The boarding pass for her flight home does not have it there. She has GOES and flies with United.

Advised caller:

We regret that you are having difficulty accessing TSA PreCheck expedited screening lanes. Although it is important to remember that TSA PreCheck does not guarantee an individual expedited screening, you should be able to access these benefits if the information you have on file is up-to-date and accurate.

1. What is your citizenship? yes
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? yes
3. Do you have a valid unexpired CBP membership? yes
4. Have you received TSA Pre?™ in the past? yes
5. Do know your CBP Trusted Traveler PASS ID? yes
6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? yes
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? no
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? yes - United web site
9. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? no

(Only one flight without Precheck.)

It is important to remember that TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

625 9/21/2014

Caller stated her brother flew from Washington Dulles to Nigeria on Lufthansa Airlines.. Caller stated her brother is missing shock absorbers and the caller wants to know how to get the items returned.

Advised caller the following information:

Shock absorbers are allowed in checked baggage as long as they do not have sealed, compressed gas cylinders or hazardous materials. If the shock absorbers are sealed with compressed gas, they will not be allowed in checked baggage. Even if a shock absorber is not sealed with compressed gas, but contains a residue of oil or gasoline, it is considered a hazardous material and will be removed from checked baggage by the airline. Please be advised that although TSA screens checked baggage, airlines make the decision to remove dangerous or hazardous materials from checked bags following inspection.

626 9/21/2014

On 20 Sep 2014 a plane arrived at Gate Z9 at approximately 1600. The Frontier airlines staff was so undermanned that they propped the door open between the jetway and the terminal. Anybody could have gained access to the plane or other planes on the tarmac from the terminal. It was obviously an oversight because when the lone Frontier gate person finally saw the discrepancy they became concerned. The door was propped open with no gate personnel for approximately 15 minutes.

(b)(6)

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(b)(6)

HYPERLINK "mailto:(b)(6)"

627 9/21/2014

Feedback Type : Complaint  
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/21/2014 1:53:43 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/13/2014 8:30 AM Airline & Flight Number :  
Checkpoint/Area of Airport : Physical screening area TSA Employee: (If Known) :  
Comment : The TSA agents were very abrupt and rude while I was going through screening. I don't fly often and have never been through a body scanner. No one explained the procedure to me, but simply pointed and gestured. The TSA agent manning the baggage x-ray yelled at the woman in front of me for forgetting to remove her shoes before entering the scanner (Get back here! Get back here! You can't have shoes on!). He then dumped out everything she had put in the plastic bin onto the belt (cell phone, wallet, shoes). It took her a long time to find all of her items when they came out the other side. He then yelled at me for not placing my laptop in a bin even though it was in a TSA approved carrier which was open and flat on the belt (Get that laptop in a bin! Hurry up!). The TSA agent manning the body scanner yelled at a man that had forgotten to remove his wallet before entering the scanner. He then threw the wallet on the x-ray belt and yelled at the rest of the passengers that they &quot;better not have anything in your pockets.&quot; This behavior is not acceptable. Airport security is very important, but should be administered in a professional manner. These events occurred early in the morning- it's not as if these agents had been dealing with passengers for 8 hours. Perhaps if you had someone available to answer questions before passengers are corralled like animals into chutes it might make for a more pleasant experience.  
Would you like a response? : False  
Passenger's Name :  
Phone Number :  
Email :  
To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

628 9/22/2014

To whom it may concern,

I am writing following a recent incident that happened to me during a flight from Washington to London. I had already written the past week and I received your response which did not provide, however, an answer to my fundamental question: why is there no sign in the airport warning travellers not to close their suitcase by key?

I would like to have an answer to my question this time please and I think it is the least that can be done considering what happened to me. I can assure you that it is a very unpleasant experience to arrive home and find that your suitcase has been forcefully opened.

Thank you and kind regards,

(b)(6)

Lucca, Italy

629 9/22/2014

Once again your organization has shown you inability to address the needs of the public. I arrived on Saturday morning a full 2 hours early to make a flight to be met by a line of 150 people being processed by a single line of screening. do you not get the passenger lists to properly determine the number of people about to board flights? and when asked why only line was open, I am told that they do not have the staff to handle another line. Really? The last time I checked my ticket price included the cost for your organization to perform its job in a timely manner. Perhaps I should send you a bill for my time!!

Thank you,

(b)(6)

(b)(6)

(b)(6)

(b)(6) office  
cell

(540) 253-5339 fax

630 9/22/2014

Goodmorning!

Last week we were visiting our daughter who lives and works in Washington DC, USA.

We had a flight back from Dulles Airport to Schiphol /Amsterdam in the Netherlands on the 21st of September with KLM.

On arrival in Amsterdam I checked our suitcases and discovered that my wife's one was not opened but my suitcase was opened for

a TSA check. Fortunately we have cases with TSA accepted locks so it wasn't damaged: so far so good!

Of course I do understand the importance of checking luggage but the thing that annoyed me was that after checking my suitcase by

US customs they didn't lock it again for further travelling. Good for me I don't miss things out of my case but I think I am more than

advisable to close again the TSA locks after checking so no unauthorized person has access to my suitcase during further travelling!

I hope that the US customs will see the importance of my remark/question and will look carefully in this way of behaving after a luggage/suitcase

TSA check!

With regards,

(b)(6)

A rectangular box with a black border, containing the text "(b)(6)" in the top-left corner. The rest of the box is empty, indicating a redacted signature.

631 9/23/2014

The caller has tried to find the information online. However, she is not sure what to do. She stated that she flew from Canada to IAD on United on Jet 145, and her carry on bag was smaller than that allowed. She stated that she always brings her bag. She stated that she was denied on the flight Friday. She stated that she was told that she can not bring her bag on the plane, as it had rollers. She stated that she had to move her medications as they are climate control. She stated that she has read that it is a FAA rule, and she also read that it was a TSA rule enforced by the FAA. She stated that the airline flight attendant told her that it is a FAA regulation. She was very upset that she had to overload her purse with medications to keep them with her, since her carry on was not permitted.

TSA does not develop or impose baggage fees or determine what type of baggage is appropriate as carry-on or checked baggage. We recommend that you consult with your air carrier for any regulations or fees that may apply. TSA does not regulate size or weight limitations for checked or carry-on baggage. She will need to contact the airline in regards to the matter, as each airline is different.

632 9/23/2014

This flight originated in IAD.

(b)(6)

Initial success or total failure, and failure is not an option!

> On Sep 23, 2014, at 16:57, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> wrote:

>

> Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

> The Contact Center's frequently asked questions<<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public.

> If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my \_\_\_\_\_ through the security checkpoint?" tool located on the [www.tsa.gov](http://www.tsa.gov)<<http://www.tsa.gov>> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

> The Travelers<<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

> You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing [www.tsa.gov/mobile](http://www.tsa.gov/mobile)<<http://www.tsa.gov/mobile>> on the web browser. You can download the MyTSA iPhone app<<http://itunes.apple.com/us/app/my-tsa><(b)(6) mt=8> for free on iTunes.

>

>

>

633 9/23/2014

more computer generated crap. You guys do not get it. You are filling the role that a private party would perform at a much higher level. A real disgrace

Thank you,

(b)(6)

(b)(6)

On Tue, Sep 23, 2014 at 5:58 PM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" \nTSA-ContactCenter@tsa.dhs.gov> wrote:

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's frequently asked questions<<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public.

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\n[www.tsa.gov](http://www.tsa.gov)<<http://www.tsa.gov>> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

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\n[www.tsa.gov/mobile](http://www.tsa.gov/mobile)<<http://www.tsa.gov/mobile>> on the web browser. You can download the MyTSA iPhone app<[http://itunes.apple.com/us/app/my-tsa-\(b\)\(6\)](http://itunes.apple.com/us/app/my-tsa-(b)(6))> for free on iTunes.

634 9/23/2014

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/23/2014 7:02:41 AM Airport : IAD - Washington-Dulles  
International Date/Time of Travel : 09/16/2014 5:00 PM Airline & Flight Number :  
United Airlines #989 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :  
Comment : Dear TSA,

I am a U.S. Government diplomat working in Yemen. On September 16, 2014 I checked into my flight at the United counter at Washington-Dulles and was told that I would have to undergo extra screening. When I asked why, the United agent claimed ignorance. A similar occurrence happened on a flight that I took a few days earlier on September 10 from San Antonio, TX to Atlanta (Delta #1641). At that time, I thought it was a random incident because none of the TSA agents who searched me and my belongings could explain why I was singled out. At Washington-Dulles, I explained to the TSA supervisor that I am a U.S. Government diplomat working in Yemen. She said that my flight pattern that originated in Yemen could be the reason why I was flagged for extra screening. Given that I will be working in Yemen for the next two years, I would to know if this issue can be resolved so that I don't have to go through extra screening when coming and going from the U.S.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

635 9/23/2014

Caller traveled this past weekend and TSA searched his bag leaving an NOI. Caller stated his keys are missing. Caller is wanting reimbursement for the key replacement and the towing bill to tow the car to the dealership from the airport. Caller asked if someone was going to contact him.

Airport: IAD

Airline: Southwest

Flight Number: 110

Date Time: 9 21 14 departing 1:35pm

Baggage Tag Number: Caller doesn t have

Description of Baggage: Black, Duffel bag, Eddie Bauer brand, No wheels

Damaged Missing Items: Car keys are missing, There will be a towing bill from airport to dealership

NOI: Yes

Anything Stamped or Written on NOI: No

Terminal Gate: B50

Email Address: (b)(6)

Resolution:

You may wish to file a claim for missing items towing bill by completing a Standard Form 95 (claim form). A claim form and cover letter will be sent to you within 24 hours. The cover letter will provide instructions on how to file the claim.

Because the complaint concerns security screening at a specific airport, I will forward this information to the Customer Support Manager (CSM) at that location for review.

I advised the caller he may be contacted from the CSM, but I would send the forms to him now.

636 9/24/2014

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 9/24/2014 2:02:21 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 09/19/2014 6:00 PM Airline & Flight Number :

Frontier 1325 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My camera was stolen from my checked back. Frontier of course says it wasn't their employees and also said to contact you because even though the TSA is required to leave a card when you open my bag (and none of my other items were moved) that you may have opened my bag and just happened to forget to replace my large camera after you closed my bag and didn't leave a card that it was opened.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :  
<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

637 9/24/2014

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/24/2014 6:13:11 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 09/18/2014 5:30 AM Airline & Flight Number :

Frontier 1355 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Name badge not readable

Comment : Carry On luggage was pulled from scanning machine and brought to the after scanning tables. TSA employee was rude, threw contents of the bag all over the place. Pulled up the lining to inspect underneath. Found nothing. Took bag back for rescanning. Gave no explanation for pulling bag in the first place. Would not have minded if the TSA person would not have treated us like we were guilty of some major infraction. It was more like harassment than a legitimate security effort. Just one more incentive not to fly.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

638 9/25/2014

Caller bag was opened and her iPad was missing from her bag. Later she said it was a 30 pound engine she uses to grind tomatoes and peppers. She confirmed she had a NOI and denies having anything that said the part was intentionally taken.

She flew From Dulles on United #3753 to ATL.

Later she said she came in from Nigeria and picked up her connecting flight at Dulles to travel on to Atlanta.

RESPONSE:

Told her at first I would report to the CSM and I said I am sorry about your Ipad. Later I explained some engine parts are not allowed in checked baggage and also she tells me she came in from Nigeria others besides TSA had access to the bags before she was inspected at Dulles.

I will send to you a claim form but be sure to look carefully at the paper left in your bag since you would not be reimbursed for something intentionally removed.

I will not send a report to the Manager at Dulles. I had initially understood it was an expensive electronic item that was missing.

Airport: Dulles

Airline: United

Flight #:3753

Date: 9-24-14

Departure time: 11:57 AM (Flight was delayed and actually left about 12:30 PM)

Baggage tag #: It was torn off the bag.

Description of baggage: A medium size black zipper bag

Was there a NOI?: Yes

Any Information on the NOI?: NO

Specific location - Terminal or Gate:

Phone #: (Cell) (b)(6)

Email: (b)(6)

ID Date Added\_Date Only Contact Details

639 9/25/2014

The caller s mother flew from Geneva Switzerland to IAD to Orlando. They just opened the suitcase and 2 pieces of cheese are missing. The cheese was wrapped and vacuum packed inside of aluminum foil. There were more than the 2 pieces of cheese and all were wrapped and all were unwrapped. Clara Constantin is the passenger s name and she is 80 years old. There is an NOI present.

AIRPORT: IAD

DATE OF TRAVEL: 09-25-14

DEPARTURE TIME: 1706

CHECKED BAGGAGE TIME: 1500

AIRLINE: United Airlines

FLIGHT NUMBER: 1628

NOI PRESENT: Yes

MARKS ON THE NOI: No

DESCRIPTION OF BAG: light Blue suitcase hard sided Traveler Club

BAG TAG NUMBERS: Not Available

TERMINAL OR GATE: Not Available

CONTACT: (b)(6)

I advised the caller that I will forward a copy of this record to the CSM at IAD and also send the caller a claim form. I advised the caller that the baggage would have been screened in Geneva as well but the TSA does not have jurisdiction outside of the US.

640 9/25/2014

Please advise who to contact to advise that there KCM was not open/available because supervisor on duty did not have appropriate key on his person. He was very rude when i asked how much longer it would be until they opened because i needed to be at my checkin by 5:08 a.m., not 10 minutes later. This caused me to arrive at work late because they did not open punctually at 5 a.m. I was at the main terminal by 4:45 a.m. And waited until 5:00 a.m. to walk over to entry of KCM, but noticed that door was closed and the devices used to verify my access/identity were not in place.

There need to be repercussions for tardiness that can cause a snowball effect of delays because crew that expect KCM to open and ready at 5:00 a.m. sharp, not 5:05, 5:09, etc.

What is the point of signage if your employees don't follow the posted schedule???

Agent/Supervisor on duty that was rude, I believe was Woodbridge.

He became rude and made comments to other agents after I asked for a timeframe. I needed to know if it was going to be sooner than late so I could call in and advise that I was going to be late by 5 or 10, or 20 minutes.

I would appreciate information as to how to make sure that KCM opens on schedule and your employees don't make snarky remarks when asked a question.

Awaiting a response,

(b)(6)

Sent from my T-Mobile 4G LTE Device

641 9/25/2014

Dear Sir,

References various of emails below and our last email dated 08th September, 2014, we again received your letter # 11768130 32754 T dated 24th September, 2014. regarding above subject (03rd time), (scan copies attached).

Thank you so much for again we receive the reimbursement letter (3rd time), without any realization or changes of our actual loss amount.

Furthermore, As we know that passengers travelling to USA, at all departure airports in the world, at the time of check-in, airlines staff, custom staff, and security staff, they ask many questions regarding your baggage and its contains, And we(family) mentioned at the time of check-in at Jeddah airport check-in staff, that we are carrying only 02 big bags which has important and necessary stuff, and only one small trolley bag,

Although we can take more baggage PCs as we are travelling total 04 family members Jeddah to Washington.

However As per OUR series of emails (below) after we lost our bag and stuck in Washington DC due to waiting for bag and praying with two small babies in coldest weather for them first time in USA it may come on next flight so we can travel to my brother place Mississippi, but spent lot of money and unnecessary time wasted in Washington DC which we are even not complaining, but our things !?.

Its more than 08 months now, and we are still chatting each other in this regards, 1st email dated 25 February,2014 and last email were send on 08 September, 2014.

frankly speaking, if this would have done with your good self than what was your feelings during this 08 months ???

Please go thru again my last email which where send on 08 September, 2014. Its highlighted in yellow color now for prompt review. (please scroll down).

TSAClaimsoffice@tsa.dhs.gov;

TSA-CRL@tsa.dhs.gov;  
TSA-ContactCentre@dhs.gov;  
TSA-ContactCentre@tsa.dhs.gov;

Thank you Best Regards.

(b)(6)

Cell: (b)(6) | Mail: HYPERLINK mailto:(b)(6)  
(b)(6)

\_\_\_\_\_  
Date: Wed, 24 Sep 2014 15:10:52 +0300  
From: SCR BAG@SAUDIAIRLINES.COM  
Subject: SAP-32754  
To: (b)(6)

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Dear Customer

Greetings,,,

I ve been attached letter from Saudi Arabia with e-mail, please sure to check out the attachments.

We apologize again for what happened, hoping that we think well of you.

(b)(6)

From: (b)(6)

To: (b)(6)

(b)(6)

(b)(6)

Subject: FW: AHL IADSV12127 SAP 1000032754

Date: Mon, 8 Sep 2014 11:55:11 +0500

Dear Sir,

Further to our email dated 08th August, 2014 and your letter # 11768130 32754 T dated 09th August, 2014 regarding above subject, (scan copies attached).

I am very disturbed and annoyed to receive the reimbursement letter again, second time, without any realization or changes of our actual loss amount, Just to inform you, only in beg contain this much amount (which is mention upon arrival Washington airport staff , further more traveled along with family and it was short trip, face heavy losses in Washington, as our destination was Jackson city Mississippi (my brother Dr. (b)(6) lived), accommodation and stay in Washington instead of travel to Jackson city Mississippi, and did new shopping for few necessary things before traveled to him.

Many Months are now passed and there is a very routine system generated response to give in this regards.

However,

I am requesting the management from a very long time but in vain.

This is my request to the respected management and big bosses to please reconsider my losses reimbursement amount and revise it to USD. 5,000 - which is the actual and minimum loss amount. And its also requested to process this case as soon as possible.

OR

Please closed this chapter or case, i am not interested to take the ((minimum)) amount, please safe this also and give any other miss handle passenger in future from my side...

Note: Please do not reply this email as i am no more interested to beg again again my claim amount, just wanna feel relax instead of replying or received any emails in this regards...

Regards

Thank you Best Regards.

(b)(6)

Cell: (b)(6) | Mail: HYPERLINK (b)(6)  
(b)(6)

\_\_\_\_\_  
Date: Sat, 23 Aug 2014 15:06:41 +0300  
From: SCRBAG@SAUDIAIRLINES.COM  
Subject: SAP-32754 BS  
To: (b)(6)

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Dear Customer

Greetings,,,

I ve been attached letter from Saudi Arabia with e-mail, please sure to check out the attachments.

We apologize again for what happened, hoping that we think well of you.

(b)(6)

-----X-----X-----X-----X-----X-----X-----  
X-----X-----

From: (b)(6)

To: (b)(6)

(b)(6)

Subject: FW: AHL IADSV12127 SAP 1000032754

Date: Fri, 8 Aug 2014 16:37:48 +0500

Dear Sir,

Please refer to letter # 732 249 KHI 128 2014 dated 21st July, 2014 received through Country Manager (b)(6) Regarding my claim #

“SAP 1000032754”. ((scan copies attached)).

You are kindly requested to review my claim amount in line with claim already submitted via Saudia website which amounting more than USD 5000, where as my claim has been approved for USD 1770 only, which is unfair.

Therefore you are hereby requested to reconsider my claim.

I also would like to invite your kind attention to review my email mentioned below for easy reference.

As mention in earlier email also, self traveled USA with my family and it was short trip.

After arrival Washington has to catch flight for Jackson city Mississippi where my brother Dr. (b)(6) is lived.

Most of the items was gift items for my brother and his family, which I carried with me in this beg for them.

My all trip was messed up, and stayed in Washington 05 days waiting, may be it will locate and comes in next flight.

Taking into consideration all the problems we faced in USA due to lost baggage contain expensive items which is all mention at the time of arrival Washington dulls airport.

Dear Sir it's a humble request, I require a full refund of my lost baggage.

Looking forwarded to see your kindness in this regards.

Thank you Best Regards.

(b)(6)

Cell: (b)(6) | Mail: HYPERLINK mailto:(b)(6)

(b)(6)

From: (b)(6)  
To: (b)(6)  
CC: (b)(6)  
Subject: RE: AHL IADSV12127  
Date: Tue, 25 Feb 2014 23:17:43 +0500

Dear

My local address is in Washington is

(b)(6).

I stayed with my friend that s his address. Couldn t make to travel to my brother place who live in Jackson Mississippi because mostly gift items in that beg. You can up date this address. As I lost a lot in that beg and unfortunately still it s missing. And I am also traveling back to my country as this short visit with family. And upon arrival important beg is displaced. And face so much difficulty with two small babies, and this is not my home town.

Wish could this not happen with you.

Take care

Thank you Best Regards.

(b)(6)

Cell: (b)(6) | Mail: HYPERLINK (b)(6)

(b)(6)

From: (b)(6)  
To: (b)(6)  
CC: (b)(6)  
Subject: AHL IADSV12127  
Date: Sun, 23 Feb 2014 22:54:57 +0000

(b)(6)

I TRIED TO CALL YOU TO GET YOUR COMPLETE ADDRESS AND I SPOKE TO YOR BROTHER. KINDLY REPLY ON THIS EMAIL OR CALL (b)(6) TOMORROW AND GIVE YOUR COMPLETE INFORMATION. ALSO, YOUR BAG IS STILL UNDER TRACING. FOR ANY QUESTION DO NOT HESITATE TO CALL US AT 703-661-8133 EXT 2.

REGARDS,

RIZA NICDAO

CUSTOMER SERVICE AGENT - WASHINGTON DULLES -IAD SAUDIA

P.O. BOX 17499 | WASHINGTON DC | 20041

OFFICE - 703-661-8300 EMAIL - HYPERLINK mailto:(b)(6)  
\\(b)(6)

642 9/25/2014

Caller applied for Precheck and hasn't heard back. He applied for the 85 dollar program. He says he has not heard anything in 6 months.

Caller Advised:

Please contact the Universal Enrollment Call Center at ((855) 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

643 9/25/2014

The caller is unhappy with an experience she had. Her checked luggage was damaged. The caller had prescription medication in her luggage. The pill container was left open, according to the passenger, and her shampoo was left out of her plastic bag. Her zipper was also damaged. She found some underpants and socks in her luggage that didn't belong to her. She flew out of IAD on Southwest 2493 on September 16th. She checked her luggage at approximately 3:10. She received a NOI. The caller did not want to file a claim but she did want someone to know about what happened to her luggage. I advised the caller that I would forward her information to the CSM at IAD so he or she would be aware of what happened. I also advised the caller that I would forward her a claim form as well. I advised her that she could file a claim for the damage done to her items if she wished to do so.

644 9/26/2014

Sir;

On September 5, my wife, my son, and I flew from Dulles airport to Edinburgh UK via London.

When we opened our bags in Edinburgh we found pamphlets that said our luggage was opened, which is not a problem.

However, when we were getting my son set up in his dormitory room at U of E, we found that his chop-sticks had been removed.

There were three sets of black ones and one set of stainless steel collapsible/portable chopsticks.

We don't understand why these were removed since they are just painted wood or stainless steel.

Respectfully,

(b)(6)

645 9/26/2014

We have just returned from a great holiday in the US and on collecting our bags discovered they had been security checked at Washington Dulles airport - we fully support this as it is to the benefit of all, we also fully accept that locks will be broken to achieve this. But with our bag the contents have arrived home damaged!! We had purchased a number of books for our grandchildren as gifts these are now bent and distorted!!

Surely more care should be taken when repacking after inspection?

What do we do now as these books are no longer in a suitable condition to give as presents?

I would repeat that it is great that the security checks are being carried out so thoroughly and gives us security and confidence but a little more effort caring for peoples possessions would be a great help.

Regards,

(b)(6)

646 9/26/2014

Hi,

I recently visited the USA for a business trip, arriving and departing from Washington Dulles airport.

Upon my return to the UK, I found my luggage had been opened and inspected by the TSA.

I am writing this email to you because I need to complain. My suitcase had a luggage strap which, upon inspection by the TSA, was cut, therefore I can no longer use this luggage strap. I attach pictures of the strap.

I am complaining because the strap was a TSA approved one which has a key hole at the side to enable the TSA to open the lock without having to cut the strap. You can see this in the attached pictures. This is why I bought this strap. Surely this is why the strap was TSA approved? Therefore I am rather annoyed that the TSA decided to cut my strap when they could have opened it without rendering it useless.

I know on the notice that was left in my suitcase that it says the TSA is not liable for damage to locks but I feel when it can be avoided that they should be.

To further annoy me, I also had a TSA lock on the suitcase. This lock was not cut or broken so must have been opened using the required TSA key. So I cannot understand why this key could not have been used on the strap.

I look forward to hearing back from you and hope that this issue can be resolved by the TSA supplying a replacement lock or sending compensation.

Regards,

(b)(6)

(b)(6)

Web: HYPERLINK "http://www.leggmason.co.uk/"www.leggmason.co.uk

(b)(6)

(b)(6)

Batterymarch | Brandywine Global | ClearBridge Investments | LMM

Legg Mason Global Asset Allocation | Permal | Royce & Associates | Western Asset

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If you are a Distributor, Professional Client or Eligible Counterparty, visit our sites below:

To access our Thought Leadership website: HYPERLINK  
"http://www.lmthoughtleadership.com/"www.LMThoughtLeadership.com

To access our Global Bond Masters website: HYPERLINK  
"http://www.globalbondmasters.co.uk/"www.GlobalBondMasters.co.uk

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Please consider the environment before printing this e-mail

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ID Date Added\_Date Only Contact Details

authorization to "buy" or "sell" a security or instructions to conduct any other financial transaction. Such requests, orders or instructions will not be processed until Legg Mason can confirm your instructions or obtain appropriate written documentation where necessary.

647 9/26/2014

Sir;

I think I am being misunderstood.

I am not making a claim. The total amount is under \$10.

I am asking what is the problem with chopsticks that they cannot be carried in checked luggage?

We are planning to visit him soon and want to take him some replacements but need to know what is the problem with them that caused them to be removed in the first place.

Respectfully;

(b)(6)

From: (b)(6) (ITS)  
Sent: Friday, September 26, 2014 7:36 AM  
To: 'TSA-ContactCenter@tsa.dhs.gov'  
Subject: Question concerning possible seized items

Sir;

On September 5, my wife, my son, and I flew from Dulles airport to Edinburgh UK via London.

When we opened our bags in Edinburgh we found pamphlets that said our luggage was opened, which is not a problem.

However, when we were getting my son set up in his dormitory room at U of E, we found that his chop-sticks had been removed.

There were three sets of black ones and one set of stainless steel collapsible/portable chopsticks.

We don't understand why these were removed since they are just painted wood or stainless steel.

Respectfully,

(b)(6)

648 9/27/2014

Caller bought some tickets from Washington to Augustine FL for some colleagues. He said they got there to FL and a package they had was opened and the contents were taken out. The packages had a small generator, that is what is missing. There was a NOI in the box. He said in Washington some TSA officers called them over and asked them what is that item. TSA told them that the item could fly and that there was not problem. Caller is calling for them as they do not speak much English. He said he would be filing the claim for them. Their names are (b)(6) AND (b)(6) (b)(6) He said he would like the LandF.

RESPONSE: I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for their missing item. Thank you for calling to let us know about the incident. ALSO: Gave caller the LandF at: Washington-Dulles International 703-662-2234.

Date and Time of Flight: Sept 27, 2014 Scheduled to depart at 10:10 a.m.

Gate or Terminal: Not Available

Bag Description: Package was a cardboard box, green and red tape around the box marked Fragile, medium size like a carry on bag.

Bag Claim Number: (b)(6)

Airline: Frontier

Flight Number: F9 1360

Airport: Dulles

Email: (b)(6)

649 9/27/2014

Thank you for your quick response on your 'no-reply' address, it does not seem to make reference to my complaint?

Basically this seems to be a 'policy statement' which we had anyway on the paper inserted into our bag, it seems that on this occasion your inspector was insufficiently / inadequately trained as the books mentioned in my previous email were damaged - and not by subsequent handling by airline staff!

I would reiterate that we are pleased that the bags are checked it gives us all greater security but we are now left with gifts that are worthless due to this inspection my question remains where do we go from here?

Regards,

(b)(6)

From: TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov>

To: "(b)(6)"

Sent: Friday, 26 September 2014, 12:11

Subject: RE: Bag inspection

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's frequently asked questions<<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public.

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my \_\_\_\_\_ through the security checkpoint?" tool located on the [www.tsa.gov](http://www.tsa.gov)<HYPERLINK "<http://www.tsa.gov/>" \n<http://www.tsa.gov>> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The Travelers<<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing

[www.tsa.gov/mobile](http://www.tsa.gov/mobile)<<http://www.tsa.gov/mobile>> on the web browser. You can download the MyTSA iPhone app<<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8>> for free on iTunes.

650 9/28/2014

Caller says that she flew in from IAD to DEN and her luggage is missing 2 TSA approved locks.

Advised caller:

I will send you a standard form 95 claim form.

651 9/28/2014

Caller says that his fiance was given a pat down by a male TSO at IAD who claimed that there was no female TSO available. He states that his fiance was not given the option of a public screening and that she felt violated and that he is going to get a lawyer.

Advised caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Flight information:

From to: IAD to SAN

Flight date time: 9 28 5:15 pm

Flight number: (not provided)

Airline: United

Airport: IAD

Gate: (not provided)

TSO: male

Email: (b)(6)

652 9/28/2014

Hello,

a) We have been travelling as follows:

- 1 23SEP14 DELTA AIR LINES INC FLT DL 801 from WashingtonDulles to Atlanta
- 2 23/24SEP14 " " " FLT DL 9375 from Atlanta to Amsterdam  
(Operated by KLM 622)
- 3 24SEP14 " " " FLT DL 9310 from Amsterdam to Helsinki  
(Operated by KLM 1169)

b) Our luggage items nr (b)(6) did not arrive with the FLT DL 9210 to Helsinki. We made a reclaim in Helsinki and the above two suit-cases were delivered 25. September about 07.00 pm

c) One of above suit-cases has been inspected, a notice was in the inspected suit-case

d) In the notice is among other things mentioned "...At the completion of the inspection, the contents were returned to your bag". But something has happened!

e) When we opened above suit-case, the following day, were following possessions missing

- 1 A Puma sport shoe for right foot for ladies (See above photo!)
- 2 A small box in above shoe including
  - 2.1 Ear-clips in white-gold
  - 2.2 A ring (for finger) in white-gold with small diamonds
  - 2.3 A piece of jewelery (Kalevala) in silver

If needed could we try to get photos of the items 2.1, 2.2 and 2.3 in a jewelary shop!

What can you do or/and what should we do in addition to above?

written for (b)(6)

by her husband (b)(6)

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HYPERLINK "http://www.avast.com/" Detta epostmeddelande innehåller inget virus eller annan skadlig kod för HYPERLINK "http://www.avast.com/"avast! Antivirus är aktivt.

653 9/29/2014

Caller is calling from India and she is missing her little black purse used for id s with all her personal information. She found a NOI and she traveled from IAD - flight # AE 232 departed at 9 25 14 checked in about 9:00 am the departure was at 10:55 am she traveled to India via Dubai. She needs her items back because she is missing all her id s and personal information as well her money and other religious items as well a diamond chain. She checked 3 items.

Bag # (b)(6) the luggage is a black large with wheel with a name tag on the luggage she departed from gate A15.

USA phone number: (b)(6) her husbands name (b)(6) and her local number in India is (b)(6)

Call lost and found at :  
Washington Dulles International Airport  
703-662-2234

I m sending her a claim form and told her I would sent the information to the CSM as well.

654 9/29/2014

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 9/29/2014 11:02:34 AM Airport : IAD - Washington-Dulles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : had an appointment to get precheck today -- syatem down and per working could care less -- asked if I could get a number so maybe later I could call to see if computer wa up BEFORE i drove back to airport -- answer - NO -- asked any way to find out -- answer - NO -- Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

655 9/29/2014

Caller states a laptop was stolen this morning and it was stolen this morning at a checkpoint at Dulles. The caller states it belonged to (b)(6) The caller states that they reviewed the footage and another passenger stole it and they told her that she would have to file a police report. The caller is very upset because it was stolen under TSAs care and TSA should reimburse them for the laptop because they are the ones that made him take it out of a carry on bag.

Advised caller that laptops are required to be removed from carry on luggage for screening. ADvised caller she should go forwardwith filing the police report. Advised caller I can send her a claim for and she should receive it within 24 hours. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

Caller does not have any of the flight information available so we can't send it to the CSM.

656 9/29/2014

Dear (b)(6),

My wife and I recently received participation in the TSA Pre check Program after paying \$170.00 in fees. I am a retired Major/Staff Inspector in the New York State Police.

The first time using our TSA Pre check status occurred last week when we flew from Zurich, Switzerland to Dulles Airport, Washington D.C. on Wednesday September 24th.

After going through Customs at Dulles and rechecking our luggage, we had to go through security before we could board our connecting flight to Buffalo. Upon arriving at the security check, we noticed very long lines and I asked a TSA Agent where the TSA Pre check line was and she responded, "We don't have one". We did notice there was a separate line for First Class Passengers with an apparent fast lane. So,apparently wealthy travelers can have a fast lane for security checks but TSA Pre check participants still have to endure unnecessary long lines, long waits and the customary removal of shoes, belts, etc. We waited in line over 45 minutes.

I find the situation at Dulles Airport outrageous with their treatment of First Class passengers over qualified TSA Pre check people.  
I believe that situation at Dulles should immediately change.

I can be reached at 716-652-9117

Sincerely,

(b)(6)

657 9/29/2014

Hello,  
I travelled from IAD Washington, D.C. Dulles airport to Abu Dhabi and then to COK Kochi India. Somewhere my TSA approved lock was removed from my luggage and Not placed back on. Nor did I receive a note that my bag had been examined. Is the TSA the only ones who can remove these locks in the USA or is this done world wide? I am wry upset that my lock was removed and the. I still didn't receive a tsa note telling me you went into my luggage. Please advise on how I go about being reimbursed for my missing lock.  
Thank you;

(b)(6)

Sent from my iPhone

658 9/30/2014

Dear TSA,

Firts of all, I completely understand Your luggage checkings because it is important to find the prohibited items and remove them from the luggages. You searched my bags for prohibited things and when I arrived home I found the TSA paper inside my two bags. I didn't mind the searching beacuse I had nothing against the law, but I don't really like the way You did it. From one luggage, I miss my newly bought watch and a book and I'm quite positive they are not prohibited items. They removed my Tsa lockers and they put back after the inspection. I understand Your reasons but you should select more reliable employees who did not steal the passengers items. I'm aware of the fact I will never get back these things, but I just wanted to give you feedback about the service.

I came home from the United States on the 28th of September from the Washington Dulles Airport at 11.25 pm and I had a flight to Istanbul, then to Hungary.

Yours sincerely,

(b)(6)

659 10/1/2014

Phone number: (b)(6)

Caller flew from Dulles to Brussels. Her jewelry, nail polish, make-up, toiletries, and contact lens are missing. She said that there may also be other items missing. She is not sure at this time. She wanted a claim form emailed to her. She lives in Belgium.

Airport - Washington - Dulles International

Airline - Brussels Airlines

Flight Numbers - 516

Departure Times - 10:35 pm

Arrival Times - She arrived at Dulles at approximately 6:30 pm

Date And Time of Incident - 9 30 2014

Baggage Tag Numbers - (b)(6)

Description Of Luggage

Color - Black and gray grey with a Brussels Airline crew tag on it.

Style - Backpack

Size - Large

Brand - Deuter

Was There An NOI - Yes

Was Anything On The NOI - No

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

I gave information per: <http://www.tsa.gov/traveler-information/airport-lost-found-contacts>

Washington Dulles International Airport

703-662-2234

I gave the following information: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

I emailed her a claim form. I advised her that I would forward her record to the CSM at Washington - Dulles International for review.

660 10/1/2014

Caller flew from Dulles. His luggage was not tagged and shipped by United. Caller emailed a few times and someone from TSA lost and found emailed him in return asking him for information. He sent them the information. Caller had left his bag at the kiosk and it did not have a claim number on it. He filled out the Property Release form with a tag number of (b)(6). His United Airlines tracking number is (b)(6). Is there a policy for not giving luggage to the airline?

Airport: Dulles

Airline: United

Flight Number: 803

Date and Time: September 26 at 12:20pm

Baggage Claim Number:

Description of Bag: Navy, roller, large, weighed 48 lbs, Ricardo brand. It has 2 plastic rods on the bottom back side of the bag. One is broken.

Location: United Airlines Terminal

I told him I did not know of any such policy. I will send this to the CSM and they will receive it tonight. I do not know their hours. I also gave him the name and phone number of the CSM.

Name: (b)(6)

Phone: (b)(6)

661 10/2/2014

Caller wanted to make a complaint about a TSA agent at Washington - Dulles. She said that she just got off of a 13 hour flight. She flew from Saudi Arabia on Saudi Airlines. She said that one of the lines was labeled Global Entry. She said that she got into that line. The gentleman at that line was very nasty. She said that he asked her if she was Global Entry. She told him that she did not know what that was. He told her that it is something that you pay for. She said that she told him that she does not pay for anything regarding her flights. She said that his first name is (b)(6). She did not get a last name or a badge number. She said that he was Southeast Asian. At the beginning of the call she insisted that he was a TSA employee. At the end of the call she said that he may be a CBP employee. She wanted to know if she would have to call CBP if he is a CBP employee. She wants to be contacted by the CSM at the airport in the event he was a TSA employee since she is unsure.

I gave the following information: Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. We regret that you found your experience to be less than satisfactory.

I told her that if it was a CBP agent she will need to contact CBP.

I advised her that I would forward her record to the CSM at Washington-Dulles International for review.

662 10/2/2014

Caller: They finish their application at Dulles airport and an official told then that precheck is not guarantee. Wanted to know if it was true.

Advised: Yes precheck is a random program and never guarantee. When making a reservation, passengers should enter their TSA Pre\u2713\u2013 known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided TSA at the time of enrollment.

663 10/2/2014

I flew from Dulles Airport, Washington, DC to Denver, CO on United Airlines yesterday, 10/1/14. When I opened my suitcase last night, I found TSA-OSO form 1000 in my suitcase stating that TSA had inspected my locked bag.

They had obviously removed everything from my suitcase as it was a mess and my clothes were all jumbled. When I straightened up my clothing, I noticed that a pair of brand new NYDJ jeans were missing. I have gone thru all my clothes and they are definitely not in my bag. I don't know if they inadvertently forgot to put them back in my suitcase or kept them, but I would like them back. I don't know which airport my suitcase was opened, so I would appreciate your help in finding my jeans or reimbursing me for them as they were brand new.

Please let me know if you need any further information. Thank you in advance for helping me resolve this.

(b)(6)

Sent from my iPad

664 10/2/2014

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/2/2014 4:36:24 PM Airport : IAD - Washington-Dulles

International Date/Time of Travel : 09/30/2014 2:30 PM Airline & Flight Number :

ua101 Checkpoint/Area of Airport : passport control TSA Employee: (If Known) :

Comment : Dear Sir/Madam

I usually have great praise for your airport security both entering and leaving the USA But I think we must have caught this guy on a very bad day, his attitude was very very bad and he seemed to dislike us, it was very intimidating We have a villa in your great country and have traveled here many times so we knew we had done nothing wrong but it was still quite upsetting even for us Regards (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

665 10/2/2014

Dear staff at TSA,  
I just returned to Germany from my travels to Canada (see travel details below).  
I found your notice of baggage inspection in my backpack.  
I can fully understand the reasons behind random inspection, but I have two problems I want to inform you about:

1. When I picked up my bag at the airport (Amsterdam), I had to notice that one pocket of my bag was not closed, which might have caused that personal belongings dropped out. Luckily, I could not notice any loss.
2. When I picked up my bag at the airport (Amsterdam), the waterproof-cover of bag (which I very recently bought for about 35USD) was removed and put into the front-pocket of the bag and I had to notice that this cover had a scratch and even worse a hole now.

I would like to ask you about how to deal with the latter problem.  
Please respond within the next 10 days.

Best regards,

(b)(6)

30SEP14 /1159 YYZ/LC  
PRNTR-D7A407  
UA 4016066757 (1735)  
UA 946  
IAD SQ 33  
UA 5097 (1430)

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(b)(6)

666 10/2/2014

Caller flew from South Africa to IAD to DEN on Southwest and her luggage was inspected with an noi included and she had cans of apple cider drink in Ziploc bags and she states when tsa put the items back they did not put them back in the Ziploc bag and it leaked and damaged yards of material she bought in South Africa. She wants to file a claim.

I assure you, our officers do receive training in the proper ways to inspect passenger bags and are required to return them in the same condition they were found. We regret that was not the case in your situation. What I can do for you is send you a claim form so you may file for reimbursement, would you like me to do that? I can have your claim forms to you in 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident.

Airport: IAD

Airline: Southwest

Flight#: 2493

Date: 10 1 2014

Time: 12:45 pm

Baggage#: (b)(6)

Gate: B50

Terminal: NA

NOI: Yes

Description: Purple suitcase on wheels

667 10/3/2014

Went through the interview for PreCheck and have not heard anything back. Was told it would take 21 days at IAD. Also when he went to the center he essentially had to restart the whole program, so he is wandering if maybe something was lost.

Advised caller:

For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

You could provide your name, date of birth, and same contact information (email or phone number) provided during enrollment to retrieve the status of your application.