

US-VISIT
www.dhs.gov/us-visit



Homeland Security

US-VISIT Redress Form
Request for review and correction of information under 28 U.S.C. 1746

PLEASE TYPE OR PRINT	
a) Full Name as Listed in Your Passport and/or Visa: (Family Name) (First Name) (Middle Name)	
[REDACTED]	
b) Mailing Address (Street Number and Name) (APT #): [REDACTED]	
City or Town: [REDACTED]	State or Province: [REDACTED]
Country: [REDACTED]	c) Contact Telephone Number (Optional): [REDACTED]
d) Date of Birth (mm-dd-yyyy): [REDACTED]	Place of Birth (City or Town) (Province) (Country): [REDACTED]
e) Date of Arrival and/or Departure from U.S.: [REDACTED]	f) U.S. Port of Arrival and/or Departure: [REDACTED]
g) Name of Airline or Sea Vessel (Optional): [REDACTED]	h) Airline Flight # or Cruise Line Ticket #: [REDACTED]
i) Passport #: [REDACTED]	Country of Issuance: [REDACTED]
j) U.S. Visa #:	Attached Documentation: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Request (Specify Amendment or Correction): [REDACTED]	
k) SIGNATURE [REDACTED]	DATE (mm-dd-yyyy): 01/06/2005

You must sign your request and your signature must either be notarized or submitted by you under 28 U.S.C 1746, a law that permits statements to be made.

Print this page and send your redress to:
US-VISIT Privacy Officer
US-VISIT Program
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528, USA

Or send by facsimile to 00-1-202-298-5201

For additional questions, the Privacy Officer can be reached at 202-298-5200.

IA



Homeland Security

March 1, 2005

[REDACTED]

Thank you for your redress request on January 11, 2005. We have reviewed your US-VISIT records but are not aware of any data errors requiring correction. If you have a particular concern or issue that you wish to resolve, please resubmit your request to our office. We appreciate your assistance in trying to maintain the integrity of the US-VISIT Program and its data.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

1B

December 14, 2004

Hello,

My name is [REDACTED]

In June I arrived to Chicago, I was there two and a half months, I left it August. At the airport I was so nervous that I forgoten about US-Visit Program

a) [REDACTED]

b) My adress is:

[REDACTED]

c) my phone number [REDACTED]

d) I was born in [REDACTED]

e) Arrivol to the USA: 19 June 2004

Departure 30 August 2004

f) Name of airport:

Chicago IL

O'HARE Arrivol and Departure

g) [REDACTED]

h) [REDACTED]

[REDACTED]

i) Passport #

[REDACTED]

j) 28 U.S.C. 1746

[REDACTED]

2A



Homeland Security

January 3, 2005



Thank you for your letter regarding your departure from the Chicago Airport on August 30, 2004. Checking out of the country using the US-VISIT Exit Process is mandatory. However, since the US-VISIT program is currently conducting a pilot test of the Exit Process, and not all travelers are aware of the requirements, your failure to check out should not impact your ability to re-enter the country.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

2B



Homeland Security

August 24, 2004

[REDACTED]
[REDACTED]

Thank you for your telephone call requesting the information captured about you and your husband [REDACTED] upon your entrance into the U.S. at Miami Airport on January 22, 2004, be corrected. We have looked into your request and found that the information collected from you and your husband were inadvertently mismatched in our systems. We have corrected the mismatch problem and updated your records accordingly. You should not have any problems due to this error when you return to the U.S. tomorrow.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

3B

LAW OFFICES

Express Mail FRAGOMEN, DEL REY, BERNSEN & LOEWY, P. C.

March 23, 2004

515 MADISON AVENUE
NEW YORK, N.Y. 10022-5403

TELEPHONE (212) 688-8555

FACSIMILE (212) 758-7215

www.fragomen.com

Gloria L. Marshall
Director
Information Disclosure
Administration, Planning and Policy
Office of Investigation, Room 6, 5-E
The Bureau of Customs and Border Protection
1300 Pennsylvania Avenue, N.W.
Washington, D.C., 20229

Re: BCBP's Omission of Taking Fingerprints and Photograph of [REDACTED]

Dear Ms. Marshall:

On behalf of our client, [REDACTED], we respectfully request that [REDACTED] not be penalized for not complying with the requirements of the USVISIT, where his fingerprints and photograph were not taken on his admission to the United States on February 29, 2004. As evidenced by the enclosed affidavit of [REDACTED] he was willing and able to do so at the time of his admission to the United States on February 29, 2004. He even notified the supervisor on duty the neglect by the inspector of not fingerprinting or photographing [REDACTED] and made a request to the supervisor that he be fingerprinted and photographed. However, the supervisor on duty at JFK International Airport did not have [REDACTED] fingerprinted or photographed despite [REDACTED] request.

[REDACTED] He is completing his assignment in the United States in the J-1 program and returning to Japan this month. We respectfully request that [REDACTED] immigration records be noted that it was entirely out of his control, and he was not at fault when the BCBP at JFK International Airport did not take his fingerprints and photograph him on February 29, 2004.

For your information, we are enclosing the following documents:

1. Form G-28;
2. [REDACTED] Affidavit; and
3. [REDACTED] Form I-94, J-1 visa and DS-2019.

Should you have any questions or require additional information, please do not hesitate to contact me.

Very truly yours,
[REDACTED]

Enclosures

cc: [REDACTED]

The Directorate of Border and Transportation Security.

MAR 31 2004

4A



Homeland Security

May 5, 2004

[REDACTED]

We have granted your request. We reviewed your records and found that you were not processed through US-VISIT during your entry to the United States on February 29, 2004. We recognize that this was not your fault and we apologize for any delays or inconvenience you experienced. We have confirmed that the lack of a US-VISIT entry record for February 29, 2004 will not, by itself, have any negative impact on your future visits to the United States. We have also forwarded your letter to U.S. Customs and Border Protection to address the performance and conduct issues you raised.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

BW
nj/p
9/16

25 May, 2004

Dear Sir,

[REDACTED] Due to that, I am being inspected with the US-VISIT system any time I'm entering the US.

When I entered the US back in January 5th at Washington Dulles airport, it was during the 1st day the system was running. With all the confusing of the 1st day, it turns out, that when they took my fingers prints, they missed matched the right and the left fingers. The inspector at the entrance noticed it and promised me that this will be fixed immediately.

However, since then, whenever I'm entering the US I am being stopped at the primary inspection station. Than, I am being sent to the secondary inspection, and being inspected again. After getting the approval at the secondary station, I'm being stopped again at Customs for a detailed check due to the note on my entrance papers .

[REDACTED] I have to fly very often outside the US for business trips. A lot of times, I'm flying with a group of other executives or managers. All of these delays are usually taking more than an hour to an hour and a half. In addition for being very embarrassing, it already happened that I missed connection flights, meetings or caused a delay in my schedule and the people who are traveling with me.

According to the secondary station inspectors, this miss matched in my fingers prints is already being reported in the system. But, no body knows how to correct it so I will not be stopped again and again.

I have no idea what else should I do so this confusing issue will be fixed. I will appreciate if when I will entered the US in the next time, the system will be fixed, or - I'm willing to go to the nearest immigration station which is at Portland International Airport (PDX), identify my self with all the needed documents including the passport, Oregon ID, and I-797 form, and have my fingers prints being taken again.

I will appreciate your consideration and fast response [REDACTED]

Best Regards,

[REDACTED]

Passport: [REDACTED]
Visa P# - [REDACTED]
Visa type [REDACTED]
Visa Control Number [REDACTED]

Home: [REDACTED]
Work: [REDACTED]

5A



Homeland Security

July 1, 2004

[REDACTED]

Thank you for your letter requesting the information captured about you upon your entrance into the US at Washington Dulles Airport on January 5, 2004 be corrected. We have looked into your request and found that your right fingerscan was inadvertently captured as your left fingerscan and that your left fingerscan was captured as your right fingerscan. We have corrected the problem and updated your records accordingly.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

503



AMERICAN INSTITUTE IN TAIWAN

1700 N. Moore Street
Suite 1700
Arlington, Virginia 22209
Tel: (703) 525-8474
Fax: (703) 841-1385

October 15, 2004

Mr. Steve Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
1600 Arlington Blvd.
Arlington, VA 22209

Dear Mr. Yonkers,

As previously discussed between representatives of US-Visit and the Department of State (DOS) Taiwan Coordination office, on July 23, 2004 an incident occurred at Dulles International Airport involving the

both fingerprinted by Customs officials and their personal data apparently made part of the US-VISIT system. As confirmed via e-mails exchanges between US-Visit and DOS, visas should have allowed them exemption from these entry procedures.

The American Institute in Taiwan and respectfully request your assistance in removing their personal biometric information from the US-VISIT database. Attached please find specific information on their flight arrival, as well as photocopies of both passports, visas and Form I-94s.

If possible, I would appreciate your telephone confirmation that action has been taken in response to this request. Also, please let me know soonest if additional information is required to complete this action. I can be reached at

Thank you in advance for your kind consideration.

Sincerely,

6A



Homeland Security

October 25, 2004

[REDACTED]

[REDACTED]

This is in regard to your letter of October 15, 2004 requesting the deletion of biometric information (photographs and fingerscans) collected from the two of you by the United States Visitor and Immigrant Status Indicator Technology (US-VISIT) program. We have deleted the biometric information as you requested.

If you believe this response is unsatisfactory or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review it and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Attn: US-VISIT Appeal, Washington, D.C. 20528 USA.

Please contact me at 00-1-202-298-5200 (voice) or 00-1-202-298-5201 (fax) if you have any questions or need additional information.

Sincerely,

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security

September 7, 2004

US-VISIT Privacy Officer
US-VISIT Program
Boarder and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528 U. S. A.

I am a crewmember of [redacted] and fly regularly to the U.S. gateways. I have valid crew (C1/D1) visa, and have been cleared by TSA as per attached letter. However I have been held at Immigration at various locations. Every time I was made to wait for about 1 hour and 30 minutes after a long flight duty. I sometimes had to re-arrange transportation to my hotel and wait further.

I herewith request my records to be reviewed so that I won't be delayed every time I go to the U.S.

1. State why you believe that your record is not accurate, relevant, timely or complete and specify the amendment or correction that you want:
Some Immigration officers told me that my finger printings were mismatched maybe because the first time when they were taken in the wrong way. Also, they told me that I had to go through secondary every time when I come to USA.

2. Personal Information

a) Full Name: [redacted]

b) Mailing Address: [redacted]

c) Contact Telephone #: [redacted]

d) Date and Place of Birth: [redacted]

e-h) Date of Arrival and/or Departure from U.S. [redacted]

[redacted]

i) Passport # and Country: [redacted]

j) US Visa #: [redacted]

k) I am submitting my signature under 28 U.S.C. 1746.

Yours faithfully,

[redacted signature]

MT/mk

7A



Homeland Security

October 5, 2004

[REDACTED]

Thank you for your letter on September 7, 2004, asking if there is anything we can do to reduce the likelihood of referred to secondary inspection whenever you enter the U.S. We have investigated your records, and found that the quality of your captured fingerscans was generally too poor to allow us to use our automated system to match the fingerscans collected during primary inspection with those fingerscans kept on file from your previous enrollment. Because we were unable to conduct an automated match during primary inspection, we had to refer you to secondary inspection to manually match your fingerscans.

We checked your fingerscans from each of your entries into the U.S and kept only the best quality fingerprints in our system. This should make it more likely in the future that we will be able to match the fingerscans collected during primary inspection with those fingerscans kept on file from your previous enrollment.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

[REDACTED]

[REDACTED] April 7, 2004

US-VISIT Privacy Officer
US-VISIT Program
Border and Transportation Security
U.S. Department of Homeland Security
Washington, DC 20528.

Dear Sir,

On December 30, 2003, I entered the United States accompanying my spouse on an official visit to th [REDACTED]

[REDACTED] I am a holder of a G-4 visa.

Upon arrival at Dulles Airport, the official of the U.S. Department of Homeland Security on duty asked me to allow him to take fingerprints and special photographs of my eyes. Without this, access to the U.S. would have been refused.

This requirement is inconsistent with the rules under the US-VISIT program, which exclude G-4 visa holders from fingerprinting/photographing (see the communication of the Department of State of January 2, 2004). For this reason, I request that the fingerprints and photographs taken on December 30, 2003 be deleted from your files. I attach a list with all the relevant details on my identity.

I am submitting this request under 28 U.S.C. 1746.

A copy of this letter was sent to the [REDACTED]

Sincerely yours,

[REDACTED]

done

1 attachment

8A1

1. Full name as listed in passport

[REDACTED]

2. Mailing address

[REDACTED]

3. Date and place of birth

[REDACTED]

4. Date of arrival in the U.S.

[REDACTED]

5. U.S. Port of arrival

[REDACTED]

6. Name of airline

[REDACTED]

7. Airline flight number

[REDACTED]

8. Passport number and country of issuance

[REDACTED]

9. U.S. Visa number

[REDACTED]



Homeland Security

May 27, 2004

[REDACTED]

We have granted your request to delete the biometric data collected from you by the US-VISIT Program. We reviewed your records and found that, as a G-4 visa holder, you are exempt from participating in the US-VISIT program. Your biometric data on file with US-VISIT has been deleted and we apologize for any delays or inconvenience you experienced.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in black ink that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

8B

[REDACTED]

March 9, 2004

US-VISIT Privacy Officer
US-VISIT Program
Border and Transportation Security
US Department of Homeland Security
Washington, DC 20528

Dear Sir/Madam,

RE: Deletion of Records Illegally Collected Under US-Visit Program

I am writing to request the immediate deletion of my—photo and fingerprint—records, which were collected illegally under this program. As a holder of a valid G-4 visa [REDACTED] I am exempt from the fingerprinting/photographing requirement of this program. Notwithstanding this, my photograph and fingerprints were taken when I re-entered the US in early January, 2004, after a short vacation in Mexico. This happened even after I explained my status to the immigration officer! To expedite my request, here is the relevant information:

Name on Passport [REDACTED]
Mailing Address: See above
Contact No.: [REDACTED]
Date and Place of Birth: [REDACTED]
Date of Arrival in US: [REDACTED]
US Port of Arrival: [REDACTED]
Airline: [REDACTED]
Flight No.: [REDACTED]
Passport No. and Country: [REDACTED]
US Visa No.: [REDACTED]

W O F I N

I eagerly await the deletion of my records.

Yours faithfully,

[REDACTED]

March 15, 2004

Washington, District of Columbia

Subscribed and sworn to before me, in my presence,
this 15 day of March, 2004

[REDACTED]

9A



Homeland Security

May 27, 2004

[REDACTED]

We have granted your request to delete the biometric data collected from you by the US-VISIT Program. We reviewed your records and found that, as a G-4 visa holder, you are exempt from participating in the US-VISIT program. Your biometric data on file with US-VISIT has been deleted and we apologize for any delays or inconvenience you experienced.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in black ink that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

U.S. Department of Homeland Security
Washington, DC 20528



Homeland
Security

July 1, 2004

[REDACTED]

Thank you for your letter requesting information captured about you upon your entrance into the US. We look forward to processing your request, however we need additional information to be able to complete the processing. The additional information required is outlined in the Redress Policy attached.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

10B



Homeland
Security

Redress Policy

US-VISIT Redress Policy

Revised: April 15, 2004

US-VISIT has implemented a three-stage process for individuals to inquire about the data US-VISIT has collected as to facilitate the amendment or correction of data that are not accurate, relevant, timely, or complete. The first stage in the process occurs at the primary inspection lane and provides on the spot data correction. The U.S. Customs and Border Protection Officer has the ability to manually correct the traveler's name, Date of Birth, flight information, and country specific document number and document type errors. For biometric types of data mismatches, the officer sends a data correction request to US-VISIT. The second stage allows for anyone who was processed through US-VISIT to have his or her records reviewed for accuracy, relevancy, timeliness, or completeness. The US-VISIT Privacy Officer has set a goal of processing redress requests within 20 business days. Individuals who are not satisfied with the result can progress to the third stage by appealing to the DHS Privacy Officer who will conduct an investigation and provide final adjudication on the matter.

How to Submit a Redress Request to US-VISIT

When you arrive in the United States, if you went through US-VISIT processing – your two index fingers were scanned and your photo taken – you may request that the US-VISIT Privacy Officer review your records for the purpose of amending or correcting them based on questions concerning accuracy, relevancy, timeliness, or completeness.

The Information You Need to Provide for Your Request to be Processed

1. Submit a letter that states why you believe that your record is not accurate, relevant, timely, or complete, and specify the amendment or correction that you want. You are encouraged to submit copies of any documentation that you think would be helpful to process your request.
2. The following information must also be provided in your letter to verify your identity and to properly process your request:
 - a) Full Name as listed in your Passport and/or Visa
 - b) Mailing Address
 - c) Contact Telephone Number (Providing this is optional, but may facilitate follow-up if additional information is needed to process your request)
 - d) Date and Place of Birth
 - e) Date of Arrival and/or Departure from U.S.
 - f) U.S. Port of Arrival and/or Departure

10B

US-VISIT Redress Policy
Rev. March 15, 2004

- g) Name of Airline or Sea Vessel (Providing this is optional, but may facilitate the processing of your request)
- h) Airline Flight # or Cruise Line Ticket #
- i) Passport # and Country of Issuance
- j) U.S. Visa #
- k) You must sign your request and your signature must either be notarized or submitted by you under 28 U.S.C 1746, a law that permits statements to be made under penalty of perjury as a substitute for notarization.

Where to Submit Your Redress

Your redress should be sent to: US-VISIT Privacy Officer, US-VISIT Program, Border and Transportation Security, U.S. Department of Homeland Security, Washington, D.C. 20528, USA or send by facsimile to 00-1-202-298-5201. The Privacy Officer can be reached for questions at (202) 298-5200 or by email at www.usvisitprivacy@dhs.gov.

When You Will Receive a Response

We make every effort to respond in a timely manner. We expect the process will take twenty (20) business days, but the volume of requests may result in our not being able to meet this goal. Please note that incoming mail to the Department of Homeland Security is subject to frequent security delays.

What If the Response is not Satisfactory?

If you are not satisfied with the response you receive from US-VISIT, you can appeal your case to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal, conduct an investigation, and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, 245 Murray Lane, S.W., Building 410, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

10B

[REDACTED]

[REDACTED] (b)(5)

Washington, DC, April 7, 2004

US-VISIT Privacy Officer
US-VISIT Program
Border and Transportation Security
U.S. Department of Homeland Security
Washington, DC 20528.

[REDACTED]

Dear Sir,

On December 30, 2003, I entered the United States on an official visit [REDACTED]
[REDACTED] I am a holder
of a G-4 visa.

Upon arrival at Dulles Airport, the official of the U.S. Department of Homeland Security on duty asked me to allow him to take fingerprints and special photographs of my eyes. Without this, access to the U.S. would have been refused.

This requirement is inconsistent with the rules under the US-VISIT program, which exclude G-4 visa holders from fingerprinting/photographing (see the communication of the Department of State of January 2, 2004). For this reason, I request that the fingerprints and photographs taken on December 30, 2003 be deleted from your files. I attach a list with all the relevant details on my identity.

I am submitting this request under 28 U.S.C. 1746.

A copy of this letter was sent to the [REDACTED]

Sincerely yours,

[REDACTED]

1 attachment.

11A

1. Full name as listed in passport

[REDACTED]

2. Mailing address

[REDACTED]

3. Date and place of birth

[REDACTED]

4. Date of arrival in the U.S.

[REDACTED]

5. U.S. Port of arrival

[REDACTED]

6. Name of airline

[REDACTED]

7. Airline flight number

[REDACTED]

8. Passport number and country of issuance

[REDACTED]

9. U.S. Visa number

[REDACTED]



Homeland Security

May 27, 2004

[REDACTED]

We have granted your request to delete the biometric data collected from you by the US-VISIT Program. We reviewed your records and found that, as a G-4 visa holder, you are exempt from participating in the US-VISIT program. Your biometric data on file with US-VISIT has been deleted and we apologize for any delays or inconvenience you experienced.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in black ink that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

[Redacted]

March 9, 2004

US-VISIT Privacy Officer
US-VISIT Program
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

Dear Sir or Madam:

I would like to request a review of my records for the purpose of deleting my two fingerscans and photograph, which were collected in error. I am a G-4 visa holder and am therefore not subject to fingerprinting and photographing on entry into the United States.

Please find below information pertinent to this request:

- 1. Name:
- 2. Mailing Address:
- 3. Contact Phone Number:
- 4. Date of Birth:
Place of Birth:
- 5. Date of Arrival in U.S.:
- 6. U.S. Port of Arrival:
- 7. Airline:
- 8. Flight Number:
- 9. Passport Number:
Country of Issuance:
- 10. U.S. Visa Number:

[Redacted]

I am submitting this request under 28 U.S.C 1746.

Very truly yours,

[Redacted]

Encl: U.S. visa

12A

File Copy



Homeland
Security

June 3, 2004

[REDACTED]

[REDACTED]

We have granted your request to delete the biometric data collected from you by the US-VISIT Program. We reviewed your records and found that, as a G-4 visa holder, you are exempt from participating in the US-VISIT program. Your biometric data on file with US-VISIT has been deleted and we apologize for any delays or inconvenience you experienced.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

Steven P. Yonkers

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

12B

To:
The US-VISIT Privacy Officer
US-VISIT Program
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

BA-1

13th July, 2004

Sub: Finger impressions at the port of arrival

Respected Sir/Madam,

I am [REDACTED] I arrived at O' Hare international airport, Chicago on Jun 26th, 2004 for a business trip. Presently, I am located at our client site [REDACTED] and will be here until July 30th, 2004.

At the port of arrival, I am afraid that I might have mistakenly given middle finger impressions, instead of index finger impressions. I wanted to update the INS officials with this information, and in that process I contacted the INS examiner [REDACTED] in the first week of July 2004. I was told that it should not be a problem, unless there is a false documentation or false primary proof.

I would like to update you with this information, for your kind perusal and request you to kindly make a note of it and acknowledge the receipt of this information. I also kindly request you to let me know is there any remedy for this. For your kind information, I have scheduled my return journey on July 31st, 2004 through Chicago.

Below I furnish my details, as mentioned at the URL
http://www.dhs.gov/dhspublic/interapp/editorial/editorial_0436.xml

Full Name	[REDACTED]
Mailing Address	While in US: [REDACTED] While in India: [REDACTED]
Contact Phone Numbers	While in US: [REDACTED] While in India: [REDACTED] Office: Phone [REDACTED]

[REDACTED]

13A-2

Date and place of birth	[REDACTED]
Date of Arrival and/or Departure from U.S	[REDACTED]
U.S. Port of Arrival and/or Departure	[REDACTED]
Name of Airline	[REDACTED]
Airline Flight No	[REDACTED]
Passport No and Country of Issuance	[REDACTED]
U.S. Visa No	[REDACTED]

Additional Information
E-mail [REDACTED]

Thank you,

Sincerely,

[REDACTED]

[REDACTED]

BA-3



Homeland Security

August 4, 2004

[REDACTED]

Thank you for your letter requesting the information captured about you upon your entrance into the U.S. in Chicago on June 26, 2004 be corrected. We have looked into your request. We are unable to determine if you incorrectly had your middle fingers scanned instead of your index fingers. We do not anticipate a problem with this in the future, especially given that you have a visa, which can be used for additional verification.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

13B

From

April 23, 2004

[REDACTED]

To

US VISIT Program
Border and Transportation Security
US Department of Homeland Security
Washington DC 20528

Dear Sir,

We hereby submit this letter to state that we arrived at the Newark International Airport, USA on [REDACTED] from Mumbai, India [REDACTED]

After arrival at Newark International Airport while passing through Immigration at Gate No. 38, the immigration officer took the fingerprint of both the left and right hand index finger of [REDACTED] and recorded it against the Passport No [REDACTED] of [REDACTED]. Upon inquiry the immigration officer has also admitted that this happened by his own error and informed us that some problem may arise in our next visit to the US.

So, I am submitting this letter to bring these facts on record and make an appeal to you for rectification of the record, so that we are not put to any inconvenience in our next visit to the US.

We have included a separate sheet with detailed information with this letter.

Hope to hear from you at the earliest.

Thank you,

[REDACTED]

[REDACTED]

Notary Public, State of New York
No. [REDACTED]
Qualified in New York County
Commission Expires Jan. 31, 2006

14A



Homeland Security

June 29, 2004

[REDACTED]

This is in regard to your letter of 23 April 2004 requesting the correction of information about you in the United States Visitor and Immigrant Status Indicator Technology (US-VISIT) system as it appeared upon your entrance into the U.S. at Newark International Airport on [REDACTED]. We have examined the data and found that [REDACTED] fingerprints and photograph were inadvertently captured along with [REDACTED] biographic information. Based on that finding and further investigation, we have deleted the erroneous information. We regret any inconvenience the mistake caused you.

If you believe this response is unsatisfactory or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review it and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Attn: US-VISIT Appeal, Washington, D.C. 20528 USA.

The fax number for the Privacy Officer is 00-1-202-772-5036. Please contact me at 00-1-202-298-5200 (desk) or 00-1-202-298-5201 (fax) if you have any questions or need additional information.

Sincerely,

Steven P. Yonkers
Privacy Officer, US-VISIT

April 15, 2004

VIA FACSIMILE (202-772-5036)

Mr. Steve Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
US DHS

Re: Biometric Data on [REDACTED]

Dear Mr. Yonkers:

As requested by [REDACTED], I provide you with my request to correct the biometric data US-VISIT has collected on me. I was informed on my last entry that the problem was my right index and left index prints have been incorrectly labeled in the US-VISIT system (i.e., the right index print in the system says it is the left index print and vice versa), and this has caused the officers to investigate me further each time I enter the U.S.

Pursuant to the US VISIT Redress Policy, I provide you with the following:

- 1. [REDACTED]
- 2. [REDACTED]
- 3. [REDACTED]
- 4. [REDACTED]
- 5. [REDACTED]
- 6. [REDACTED]
- 7. [REDACTED]
- 8. [REDACTED]
- 9. [REDACTED]
- 10. [REDACTED]

Pursuant to 28 U.S.C. 1746, I declare under penalty of perjury the foregoing is true and correct.

[REDACTED]

15A



Homeland Security

April 27, 2004

[REDACTED]

We have granted your request to correct the biometric data collected from you by the US-VISIT Program on March 23, 2004. We have reviewed your records and found that your biometric did not match correctly as a result of low quality fingerscans collected from you on previous trips to the United States. We apologize for any delays or inconvenience you experienced. We have confirmed that your biometric records were corrected on March 23, 2004, and we now have higher quality fingerscans on file for you, which will significantly reduce the chance of you being incorrectly matched in the future.

If you are not satisfied with my response or construe my action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in black ink that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

[REDACTED]

August 8, 2004

US-VISIT Privacy Officer
US-VISIT Program
Boarder and Transportation Security
U.S. Department of Homeland Security
Washington D.C. 20528 U. S. A.

Dear US-VISIT Privacy Officer:

I am a crewmember [REDACTED] and fly regularly to the U.S. gateways. I have valid crew (C1/D1) visa, and have been cleared by TSA as per attached letter. However, I have been held at Immigration at various locations. Every time I was made to wait for about half-and hour after a long flight duty. I sometimes had to re-arrange transportation to my hotel and wait further.

I herewith request my records to be reviewed so that I won't be delayed at Immigration.

- 1. State why you believe that your record is not accurate, relevant, timely or complete and specify the amendment or correction that you want:

I have no idea why the record is not accurate. Immigration officers only explained that my fingerprints are mis-matched. I would like the record to be renewed so that I don't have to go to secondary inspection.

- 2. Personal Information:

- a) Full Name:
- b) Mailing Address:
- c) Contact Telephone #:
- d) Date and Place of Birth:

[REDACTED]

16A

[REDACTED]
[REDACTED]
e-h) [REDACTED]
[REDACTED]

i) Passport # and Country:

j) US Visa #:

k) I am submitting this letter with my signature under 28 U. S. C. 1746.

Yours faithfully,

[REDACTED]

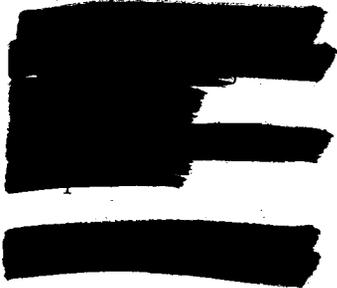
HH/mk

16A



Homeland Security

August 16, 2004



Thank you for your letter requesting the information captured about you upon your entrances into the U.S. be corrected. We have looked into your request and found that your initial fingerscans were of low quality, which was inadvertently causing your live fingerscans to not match the information in our system. We have removed the low quality fingerscans from our system. You should not experience this problem on future visits to the U.S.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

16B

[REDACTED]

September 30, 2004

VIA FACSIMILE – 202-298-5201

US-VISIT Privacy Officer
US-VISIT Program, Border and Transportation Security
U.S. Department of Homeland Security

REDRESS REQUEST

Dear Mr. Yonkers:

I would like to be sure that the biometric information gathered from me and my wife earlier this month is properly correlated. I would like you to review the information to confirm its accuracy and, if necessary, to amend and/or correct it so that we do not have "mismatch" problems that may affect my intended October 10 departure from an airport with Departure Confirmation requirements, my wife's next departure, or any of our future entries or departures.

What follows is an explanation of the events causing me to believe that inaccuracies may exist. I have included copies of the I-94 documentation that caused us to have this suspicion. Please feel free to respond directly to our lawyer, who represents my employer and who suggested that we follow this procedure. He will be happy to assist you in any way.

Events of September 20 and 21, 2004

My wife and I had biometric information collected from us during our nonimmigrant visa appointments at the U.S. consulate [REDACTED]. Our interview appointment confirmation number was [REDACTED]. Our index fingers were scanned, photographs were taken and, ultimately, visas issued. (Visa numbers are noted below.)

We proceeded toward entry to the U.S. on Tuesday, September 21, 2004. It was there that the Customs and Border Protection Officer at the Toronto International Airport incorrectly annotated our I-94 cards. (My card shows my wife's [REDACTED] status and my wife's card shows my [REDACTED] status.) That officer also affixed the I-94 cards to the wrong passport – my wife's into my passport and mine into hers.

Our initial concern was that this was simply a paperwork issue that could easily be addressed as each of us left the country, with an explanation of the process. However, the collection of the biometric information has caused us to have some concern that the electronic database may have

[REDACTED]

17A

US-VISIT Privacy Officer
September 30, 2004
Page 2

mixed information. While our belief is that the biometric submissions at the airport were probably done correctly – mine for me and hers for her – we would like confirmation of this.

Our attorney has advised us that, normally, the US-VISIT system would check the airport submissions against the consular submissions and immediately note an incompatibility or mismatch. But we cannot be sure that the cross-referencing occurred and, if it did not, would like to avoid problems as each of us departs.

Would you please confirm that my fingerprints are associated with my entry into the U.S. on September 21?

I plan to depart from the U.S. [redacted] I would like to be sure before then, that the information in the US-VISIT database is accurate so that I will be able to depart without having to bring my wife with me to the airport to clear up any confusion.

Thank you very much. Below is the information you need to process this request:

Full Name: [redacted]

Mailing Address: [redacted]

Contact Tel. Number: [redacted]

Date and Place of Birth: [redacted]

Date of Arrival: [redacted]

U.S. Port of Arrival: [redacted]

Name of Airline: [redacted]

Flight Number: [redacted]

Passport # and Country of Issuance: [redacted]

U.S. Visa #: [redacted]

I-94 Departure Number: [redacted]

[redacted]

MA

US-VISIT Privacy Officer
September 30, 2004
Page 3

Full Name:

[REDACTED]

Mailing Address:

[REDACTED]

Contact Tel. Number:

[REDACTED]

Date and Place of Birth:

[REDACTED]

Date of Arrival:

[REDACTED]

U.S. Port of Arrival:

[REDACTED]

Name of Airline:

[REDACTED]

Flight Number:

[REDACTED]

Passport # and Country
of Issuance:

[REDACTED]

U.S. Visa #:

[REDACTED]

I-94 Departure Number:

[REDACTED]

This is submitted under 28 U.S.C. § 1746 as a statement made under penalty of perjury as a substitute for notarization.

[REDACTED]

10/1/04

Date

10-1-2004

Date

[REDACTED]

17A



Homeland Security

October 5, 2004

[REDACTED]

This is in regard to your letter of September 30, 2004, in which you requested that we verify the accuracy and completeness of the information collected from you by US-VISIT on your September 21, 2004 arrival to the United States. We have researched your information and have found that your fingerscans were accurately collected and your records appear to be complete.

If you believe this response is unsatisfactory or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review it and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Attn: US-VISIT Appeal, Washington, D.C. 20528 USA.

The fax number for the Privacy Officer is 00-1-202-772-5036. Please contact me at 00-1-202-298-5200 (desk) or 00-1-202-298-5201 (fax) if you have any questions or need additional information.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

17B



7th July 2004

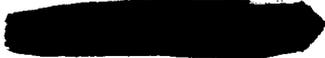
The Officer-In-Charge
Privacy Office
Department of Homeland Security
Murray Lane, S.W., Building 410
Washington D.C. 20528
USA

Dear Sir/Madam,

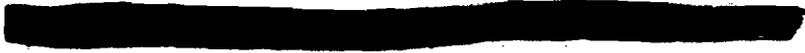
REQUEST FOR INFORMATION

I just arrived in Ghana after a short holiday in the USA, and I accidentally forgot to use the US-Visit Stand. I would be grateful if you could give me an information on what to do at this moment to rectify this, since I am a law abiding citizen. Please find below my travel/ personal details to enable you process my request:

Full Name:



Mailing Address:



Contact Telephone Number:



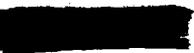
Date and place of Birth:



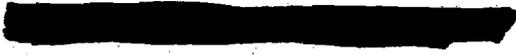
Date of Arrival in U.S:



Date of Departure:



U.S. Port of Arrival:



U.S. Port of Departure:



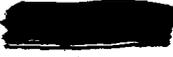
Name of Airline:



Airline Flight #:



Passport Number:



Country of Issuance:



18A-1

07 Jul 04 12:19

FOOD & DRUGS BOARD

+233 21 660389

p. 2

[REDACTED]

[REDACTED]

I hope to hear from you soon, and would like to know what further steps I need to take on this issue.

Thank you.

Yours sincerely,

[REDACTED]

Enclosures:

Photocopies of relevant documents.

18A-2



Homeland Security

August 4, 2004

[REDACTED]

Thank you for your letter regarding your departure from the Baltimore Washington International Airport on July 4, 2004. Checking out of the country using the US-VISIT Exit Process is mandatory. However, since the US-VISIT program is currently conducting a pilot test of the Exit Process, and not all travelers are aware of the requirements, your failure to check out should not impact your ability to re-enter the country.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

18B

15/04/2004 18:31

NO. 710 002

April 15, 2004

VIA FACSIMILE (202-772-5036)

Mr. Steve Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
US DHS

Re: Biometric Data on [REDACTED]

Dear Mr. Yonkers:

As requested by [REDACTED] provide you with my request to correct the biometric data US-VISIT has collected on me. I was informed on my last entry that the problem was my right index and left index prints have been incorrectly labeled in the US-VISIT system (i.e., the right index print in the system says it is the left index print and vice versa), and this has caused the officers to investigate me further each time I enter the U.S.

Pursuant to the US VISIT Redress Policy, I provide you with the following:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]
6. [REDACTED]
7. [REDACTED]
8. [REDACTED]
9. [REDACTED]
10. [REDACTED]

Pursuant to 28 U.S.C. 1746, I declare under penalty of perjury the foregoing is true and correct.

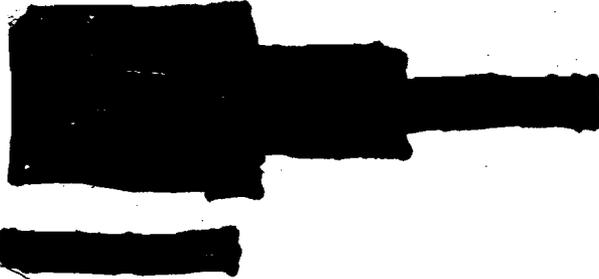
[REDACTED]

19A



Homeland Security

April 27, 2004



We have granted your request to correct the biometric data collected from you by the US-VISIT Program on March 23, 2004. We have reviewed your records and found that your biometric did not match correctly as a result of low quality fingerscans collected from you on previous trips to the United States. We apologize for any delays or inconvenience you experienced. We have confirmed that your biometric records were corrected on March 23, 2004, and we now have higher quality fingerscans on file for you, which will significantly reduce the chance of you being incorrectly matched in the future.

If you are not satisfied with my response or construe my action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

A handwritten signature in cursive script that reads "Steven P. Yonkers".

Steven P. Yonkers
Privacy Officer, US-VISIT
Border and Transportation Security
U.S. Department of Homeland Security
Washington, D.C. 20528

[Redacted]

From: [Redacted]
Sent: Thursday, October 28, 2004 10:47 AM
To: Usvisitprivacy
Subject: RE: Attn: Steve Yonkers (US-VISIT Program)

[Redacted]

On behalf of [Redacted] I wish to extend our thanks in addressing this matter.

Sincerely,

20A

[Redacted]

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

From: [Redacted] On Behalf Of USVISITPRIVACY
Sent: Thursday, October 28, 2004 10:39 AM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Attn: Steve Yonkers (US-VISIT Program)

We resolved the problem on October 8, 2004. There should be no further issues in the future.

20B

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

From: [Redacted]
Sent: Thursday, October 07, 2004 5:31 PM
To: Usvisitprivacy
Cc: [Redacted]
Subject: Attn: Steve Yonkers (US-VISIT Program)

Hello Mr. Yonkers,

Please be advised today we had a problem with immigration and one of our crew members was held up

Information as follows:

Crew Members Full Name as on Passport:

[Redacted]

Date and Place of Birth:

[Redacted]

Date of Arrival and/or Departure:

10/07/2004 and/or 10/08/2004

U.S. Port of Arrival and/or Departures:

Charlotte Douglas International (CLT)

Name of Airline and Flight Number:

[Redacted]

Passport Number and Country of Issuance:

[Redacted]

U.S. Visa Number:

20A

[REDACTED]

Thank you and Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[Redacted]

From: USVISITPRIVACY
Sent: Friday, December 10, 2004 11:23 AM
To: [Redacted]
Subject: RE: Attn: Steve Yonkers (US-VISIT Program)

Thank you very much for your e-mail inquiry regarding the US-VISIT Program.

In the situation you described involving a crewmember who was referred to secondary inspection, we determined from our records that the crewmember was referred for additional inspection because of low quality fingerscans. If this problem does occur again, please let us know, so that we can determine the source of this problem.

21B

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

From: [Redacted]
Sent: Tuesday, November 30, 2004 7:29 PM
To: Usvisitprivacy
Cc: [Redacted]
Subject: Attn: Steve Yonkers (US-VISIT Program)

Hello Mr. Yonkers,

Please be advised of the following Crew member being held up at US Immigrations.

Information as follows:

Crew Members Full Name as on Passport/Visa:

[Redacted]

Date of Arrival and/or Departure:
Arrival 30-NOV-2004

Date and Place of Birth:

[Redacted]

U.S.Port of Arrival and/or Departure:
Charlotte Douglas International Airport (CLT)

Name of Airline and Flight Number:

[Redacted]

Passport Number and Country of Issuance:

[Redacted]

U.S. Visa Number:

[Redacted]

Thank you for your help.

Best Regards,

[Hand-drawn bracket on the right side of the page]

21A

[REDACTED]

21A

Miller, Claire

From: USVISITPRIVACY
Sent: Friday, February 11, 2005 3:36 PM
To: [REDACTED]
Subject: RE: US IMMIGRATION: CABIN CREWS EXPERIENCING PREBLEMS

Thank you for your email. We have looked into each of these cases.

For [REDACTED] he is sent to secondary inspection because a passport with the same passport number has been reported as stolen. When he is sent to secondary they are able to confirm that his passport is not the stolen passport and he is cleared. There is nothing we can do to resolve this problem for him.

For [REDACTED] we will be able to make a change in our database that should result in him not being sent to secondary.

For [REDACTED] his name is similar to a name on a watchlist. When he is sent to secondary inspection they are able to confirm that he is not the person they are looking for and he is cleared. There is nothing we can do to resolve this problem for him at this time.

For [REDACTED] is sent to secondary inspection because a passport with the same passport number has been reported as stolen. When she is sent to secondary they are able to confirm that her passport is not the stolen passport and she is cleared. There is nothing we can do to resolve this problem for her.

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For [REDACTED] his name is similar to a name on a watchlist. When he is sent to secondary inspection they are able to confirm that he is not the person they are looking for and he is cleared. There is nothing we can do to resolve this problem for him at this time.

For [REDACTED] he is sent to secondary inspection because a passport with the same passport number has been reported as stolen. When he is sent to secondary they are able to confirm that his passport is not the stolen passport and he is cleared. There is nothing we can do to resolve this problem for him.

For [REDACTED], the database has been updated and he should not have a problem on future trips to the US.

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

From: [REDACTED]
Sent: Thursday, February 03, 2005 10:04 AM
To: 'usvisitprivacy@dhs.gov'
Cc: [REDACTED]
Subject: US IMMIGRATION: CABIN CREWS EXPERIENCING PREBLEMS

Dear Sir

Some of our crew members regularly encounter problems at the immigration desks when entering the United States of America on duty. [REDACTED], Director Security and Facilitation of IATA has informed us via our own security department that the personal details of the crew members concerned can be sent to you for further enquiries.

May I leave you with the following details and kindly ask you, if possible and applicable, to help us facilitate their entry into the USA on duty visits.

22B

22A

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : 05.12.05; 12.12.05; 19.12.05
 US Port of Arrival: MIA
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : 23 NOVEMBER 2004
 US Port of Arrival: EWR
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : 20.10.05
 US Port of Arrival: JFK
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : 16.12.04
 US Port of Arrival: LAX
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : SEVERAL DATES IN LAST FEW MONTHS
 US Port of Arrival: ANY PORT IN USA
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : 08.10.04
 US Port of Arrival: JFK
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : 21.12.2004
 US Port of Arrival: EWR
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

- * Name, First Name: [REDACTED]
 Date of Birth: [REDACTED]
 Date of Arrival : VARIOUS OCCURRENCES WITHIN LAST YEAR
 US Port of Arrival: ANY PORT WITHIN USA
 Passport Nr.: [REDACTED]
 Name of Airline: [REDACTED]
 US Visa Nr.: [REDACTED]

22A

Wishing you a good day

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: USVISITPRIVACY
Sent: Friday, December 10, 2004 8:54 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED]

23B

Thank you very much for your e-mail inquiry regarding the US-VISIT Program.

In the situation you described involving a crewmember who was referred to secondary inspection, we determined from our records that the crewmember was referred for additional inspection because of a possible fingerprint match to the biometric watchlist. Additional inspection of the fingerprints determined that the crewperson was not the same individual on the watchlist, and the crewmember was cleared within 15 minutes of arriving in secondary inspection.

US-VISIT has a false match rate of less than 0.1%, so it is extremely unlikely that your crewmember will experience a recurrence of this situation. If this problem does occur again, please let us know immediately, so that we can determine the source of this problem.

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

From: [REDACTED]
Sent: Wednesday, November 10, 2004 10:20 PM
To: Usvisitprivacy
Cc: [REDACTED]
Subject: [REDACTED]

Greetings again Mr. Yonkers,

Please find below the details for one of our flight attendants that was subjected to secondary screening upon entry into LAX on Saturday the 6th of November 2004,

[REDACTED]

At this time she is on vacation so I am unable to send the dates of her next entry/exit as a crew member.

23A

Surname: [REDACTED]
Given Names: [REDACTED]
Date/Place of Birth: [REDACTED]
Passport# & Country of Issuance: [REDACTED]
US Visa #: [REDACTED]

Thanking you in advance for your assistance
[REDACTED]

This email and any files transmitted with it are confidential
and

intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the postmaster@

23A

[Redacted]

From: [Redacted] on behalf of USVISITPRIVACY
Sent: Wednesday, November 03, 2004 11:42 AM
To: [Redacted]
Subject: RE: [Redacted]

24B

We have reviewed the information and there should be no further problems in the future. Thank you.

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

From: [Redacted]
Sent: Monday, October 11, 2004 6:00 PM
To: Usvisitprivacy
Cc: [Redacted]
Subject: RE: Air Pacific Ltd

Greetings once again Mr. Yonkers,

Listed below are the details for another crew member that is also subjected to secondary screening in the U.S.;

Surname:	[Redacted]
Given Name:	[Redacted]
Date/Place of Birth:	[Redacted]
Date of Arrival/Departure from US:	[Redacted]
US Port of Arrival/Departure:	LAX/LAX
Name of Airline & Flight #:	[Redacted]
Passport # & Country of Issuance:	[Redacted]
U.S. Visa #:	[Redacted]

Thanking you in advance

[Redacted]

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

From: [Redacted]
Sent: Tuesday, 12 October 2004 9:12 a.m.
To: 'usvisitprivacy@dhs.gov'
Cc: [Redacted]
Subject: Air Pacific Ltd

Greetings Mr. Yonkers,

My name is [Redacted] and I am part of the [Redacted]
[Redacted] I write to inform you with details for one of our
Cabin Crew that is sent for secondary screening each time she enters the US
(LAX and HNL). Her details are listed below;

24A

Surname:
Given Name:

[REDACTED]

Date/Place of Birth:

[REDACTED]

Date of Arrival/Departure from US:

12th OCT 2004 ETA

US Port of Arrival/Departure:
Name of Airline & Flight #:

LAX/LAX

Passport # & Country of Issuance:
U.S. Visa #:

[REDACTED]

[REDACTED]

[REDACTED]

Any assistance that your can render our above mentioned crew member would be highly appreciated.

Thank you once again

[REDACTED]