

KA

[Redacted]

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From: [Redacted]  
Sent: Friday, September 30, 2005 4:35 PM  
To: [Redacted]  
Cc: [Redacted] Oberman,  
Justin'; [Redacted]  
Donna Bucella; [Redacted] Rick Kopel; [Redacted]  
[Redacted]

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Attachments: TSC Redress Fact Sheet\_FINAL 09.19.05\_.pdf; Redress Referral checklist (FINAL 09.09.05).pdf

To Redress/Complaint Officials at All Screening Agencies,

As you all know, on September 16, 2003 President Bush issued Homeland Security Presidential Directive/HSPD 6 creating the Terrorist Screening Center (TSC) and mandating the creation of a consolidated and integrated government terrorist watchlist. Since that time, TSC has been working with the agencies that use terrorist watchlist data to screen individuals to ensure that such screening is implemented in a manner consistent with the provisions of the Constitution and applicable laws, including those protecting the rights of all Americans. To that end, earlier this year TSC implemented a formal redress process to better aid TSC and your agencies in coordinating our work together on redress matters related to terrorism screening.

Attached are two documents we hope will be helpful to you in this process. The first is the TSC Redress Fact Sheet, which will aid your agency in understanding when to send a redress matter to TSC, as well as our redress process generally. The Fact Sheet also contains a list of Frequently Asked Questions about TSC redress. The second document is the TSC Redress Checklist, which is a tool to assist your redress office in identifying which matters are appropriate for TSC coordination. Once completed, your agency should send the checklist and accompanying material to TSC at our new redress email address: [Redacted] You may also fax redress matters to us (per the instructions contained in our Redress Fact Sheet) at [Redacted] (Unclassified). If you need to provide classified information on a specific matter, please contact our Quality Assurance Branch [Redacted] to make appropriate arrangements for transmission.

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Please share these documents with your staff and feel free to contact me or [Redacted] [Redacted] if you have any questions about these documents. We look forward to continuing to work with you on these matters.

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Sincerely,

[Redacted]  
Terrorist Screening Center  
[Redacted]

11/13/2007



# REDRESS REFERRAL CHECKLIST

Please complete this checklist and send it to TSC with the appropriate paperwork.

EMAIL:  FAX:

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ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED

Date: \_\_\_\_\_ Agency Name: \_\_\_\_\_

DATE 05-02-2008 BY 60324 UC BAW/RS/VCF

**Please complete the checklist below before sending to TSC.**

This package includes the following minimum identifying information:

Individual's name: \_\_\_\_\_  
(last, first, middle)  
Date of Birth: \_\_\_\_\_  
Citizenship: \_\_\_\_\_

This package includes other necessary information, including:

- Copy of complaint and all other paperwork submitted by individual
- Other relevant documents or data (e.g., TECS record, copy of agency incident report, etc.)

My agency has verified the identity of the individual seeking redress in accordance with our internal Privacy Act regulations and policies.

**Priority Status:**  Normal Processing  
(select one)  Expedited (briefly explain need for expedited processing):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Who is your agency's point-of-contact for this redress matter?

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

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[Redacted]

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**From:** [Redacted]  
**Sent:** Wednesday, November 30, 2005 10:32 AM  
**To:** [Redacted]  
**Subject:** CBP MISID resolution process  
  
**Categories:** CBP, DHS, Redress, USG  
**Attachments:** [Redacted]

[Large Redacted Area]

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[Redacted]

Terrorist Screening Center

[Redacted]

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[Redacted]

[Redacted]

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**From:** [Redacted]  
**Sent:** Friday, April 14, 2006 10:06 AM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Request for Perpetual RFI  
**Importance:** High  
**Attachments:** PRFI Req re [Redacted].pdf; [Redacted].pdf

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Good Morning,

Request a [Redacted] for the following individual. Attached is the incoming correspondence from [Redacted] and other documentation which was initially sent and vetted with the FBI's Terrorist Screening Center [their email response is below, referring to a [Redacted] Also in a separate attachment is [Redacted] most recent inspection at Denver Int'l Airport.

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NAME: [Redacted]  
DOB: [Redacted]

Last Inspection: 02/07/2006 [duration was 44 minutes, accordingly to the logs]  
<<PRFI Req re [Redacted].pdf>> <[Redacted].pdf>>

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Problematic record [Redacted]  
The L/O DOB is incorrect: [Redacted]

Thank you,  
[Redacted]

Information Disclosure Unit, OI, ICE HQ, Wahsington, DC  
Phone: [Redacted] Fax: [Redacted] Email: [Redacted]

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

**From:** [Redacted]  
**Sent:** Friday, April 14, 2006 6:54 AM  
**To:** [Redacted]  
**Subject:** RE: Redress matter 06-044 (Smith)

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Scott and Eric,  
To solve the [Redacted] of this complainant in the future-can you reach out to your contacts at NTC- [Redacted] I believe and ask her to create a [Redacted] for this traveler to avoid future travel problems. She has a [Redacted] her DOB plus passport number should make it easier to distinguish her in the future.

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Thanks for all your help!  
[Redacted]

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

**From:** [Redacted]  
**Sent:** Saturday, April 08, 2006 5:25 AM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Redress matter 06-044 [Redacted]

[Redacted]  
TSC Number Last Name Status Referred Disposition

[Redacted]

06-044 [Redacted] Watch List 1 [Redacted]

If you have any questions regarding this matter please feel free to contact me at [Redacted]

[Redacted]

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09:32:48

I095 Inspection Results

041406



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TID-1505 A337 DENVER, INTL AIRPORT

FLT/VEH: UA 996C UNITED AIRLINES, INC.

DOC TYPE: P # [REDACTED] CNTRY: US UNITED STATES

SEX: F

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DNAME(LAST): [REDACTED] FRST: [REDACTED]

DOB: [REDACTED]

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RFRD BY: [REDACTED] IMMIGRATION INSPECTION DTE: 02072006 TME: 1201

REASON:

MANDATORY REFERRAL: CONTACT NTC. [REDACTED]

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STATES SHE HAD SIMILAR EXPERIENCE IN WASHINGTON DC, DULLES. NO FIN NUMBER

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SNAME(LAST): [REDACTED] FRST: [REDACTED] DOB: [REDACTED]

NATIONALITY: US UNITED STATES

DISPOSITION: USC U.S. CITIZEN

ADMIT UNTIL DATE:

CHARGE (CODED): [REDACTED] LOOKOUT MATCH? (Y/N) Y

DEFERRED TO POE:

FIN#:

SECONDARY OFFICER: [REDACTED] IMMIGRATION INSPECTION SERI 02/07/2006 12:45

b2

COMMENTS: REFERRAL CODE:

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NTC/CTR ISSUE WITH THIS INDIVIDUAL, FALSE MATCH. RECORD: [REDACTED]

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SPOKE WITH NTC OFFICER [REDACTED] AT 10:40. CLEARED AS FALSE MATCH.

LOG # [REDACTED] ADMITTED AS USC UNDER [REDACTED]

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ALL INFORMATION CONTAINED

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HEREIN IS UNCLASSIFIED

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DATE 05-15-2008 BY 60324 UC BAW/RS/VCF



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### REDRESS REFERRAL CHECKLIST

Please complete this checklist and send it to TSC with the appropriate paperwork.

EMAIL:  FAX:

Date: Enter date of submission Agency Name: U.S. Immigration and Customs Enforcement

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**Please complete the checklist below before sending to TSC.**

This package includes the following minimum identifying information:

Individual's name:   
(last, first, middle)  
Date of Birth:   
Citizenship: U.S.

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This package includes other necessary information, including:

- Copy of complaint and all other paperwork submitted by individual
- Other relevant documents or data (e.g., TECS record, copy of agency incident report, etc.)

My agency has verified the identity of the individual seeking redress in accordance with our internal Privacy Act regulations and policies.

**Priority Status:**  
(select one)

**Normal Processing**

**Expedited (briefly explain need for expedited processing):**

Only used for Congressional Inquires.

For all others, check the normal processing box  
and leave the expedited unchecked.

For all check boxes, place the cursor over the box and use the left button on the mouse.

**Who is your agency's point-of-contact for this redress matter?**

Name:

Phone:

Fax:

Email:

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Feb. 9, 2006

SS#

[Redacted]

[Redacted]

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Boulder, Co  
80304

I'm a

[Redacted]

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and travel domestic and international routes. Since Nov, 2005. I have been detained at Customs three times:

[Redacted]

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[Redacted]

[Redacted]

I need to clear

up this matter as it causes 45 min delays,

which can cause flight delays to

[Redacted]

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I have provided the attached information: passport, driver's lic, and

[Redacted]

Thank you for your  
assistance.

[Redacted]

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Have

[Redacted]

[Redacted]

Lee

I will be traveling to Italy in [redacted]  
this will be a personal trip - I do not want to  
miss flights - I'm asking for your assistance.  
I'm willing to help in any way I can to clear  
this matter. [redacted]

Feb. 9, 2006

15:47 TECS II - PERSON SUBJECT DISPLAY (1 OF 3) 022406 T2MRG003  
TID= L5PM TECS RECORD ID P9M46434800B10 ENTRY 070805 UPDATE 070805 T2PRG011  
NAME- LAST [REDACTED] PHYSICAL IDENTIFIERS b6  
FIRST [REDACTED] MID HISPANIC RACE SEX HAIR EYES b7C  
IMAGE ALIAS M NICKNAME STC HT 000 000 WT ENGLISH  
PERSONAL- S/M/T  
DOB [REDACTED] POB- CNTRY ST CITY CTZN MORE  
SSN MORE AFN MORE RES EXC/SITE TIP MORE  
PPN TSC 318286 TYPE CNTRY ISSDT EXPDT MORE  
ADDRESS- DATE STREET APT  
CITY STATE CNTRY ZIP TYPE MORE b6  
CONTACT- NTC 24X7 LOOKOUT DUTY OFFICER PHONE [REDACTED] b7C  
OWNER CASE NBR MORE  
PRIMARY 4 REFER TO INS SECONDARY START STOP QRY NTFY 1  
STATUS ST SUSPECTED TERRORIST CAT  
REMARKS- DATE 070805 MORE M  
ESCORT TO CBP SECONDARY AND DETAIN IS MANDATORY WHETHER OR NOT  
THE OFFICER BELIEVES THERE IS AN EXACT MATCH.  
DETAIN ISOLATED AND IMMEDIATELY CALL THE LOOKOUT DUTY  
NO SUB-RECORDS

(F1/F2=HELP) (F3=MENU) (F4=HITLIST) (F8=NEXT PAGE) (F9=VIEW ACCESS) (F11=DISCLOSURE)  
\* 2 NCIC RESPONSES; <F12>=CK NCIC\* (F14/15=LINKLIST) (F16=PRINT) (F17=HOMEREC)

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 05-15-2008 BY 60324 UC BAW/RS/YCF

15:48  
TID= L5PM

TECS II - NCIC/NLETS RECORD DISPLAY

022406 T2MRM401  
T2PRM403

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 05-15-2008 BY 60324 UC BAW/RS/VCF

\*\*\*\*\*

FROM NCIC ON 02/24/06 AT 15:46:40  
1L01CQURFCK73800738  
USINS00T4

PRESS ENTER TO CONTINUE

NO NCIC WANT NAM/  DOB/

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(F1/F2=HELP) (F3=MAIN MENU) (F4=PREV MENU) (F7=PREV SCREEN) (F8=NEXT SCREEN)

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 05-15-2008 BY 60324 UC BAW/RS/VCF

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From: [redacted]  
Sent: Monday, April 24, 2006 2:15 PM  
To: [redacted]  
Cc: [redacted]  
Subject: Request for [redacted]  
Importance: High  
Attachments: [redacted].pdf; [redacted].pdf; 06TC17268 [redacted].pdf

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Hi,  
Request a [redacted] for the following individual. Attached is the incoming correspondence from [redacted] and other documentation which was initially sent and vetted with the FBI's Terrorist Screening Center (their email response is below, referring to [redacted]). Also in a separate attachment is [redacted] most recent vehicle inspection at Progreso, Texas Port of Entry.

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NAME: [redacted]  
DOB: [redacted]  
Last Inspection: 04/16/2006  
[redacted].pdf>> << [redacted].pdf>> <<06TC17268 [redacted].pdf>>

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b7E

Problematic record: [redacted]

Thank you,

Information Disclosure Unit, OI, ICE HQ, Wahsington, DC

Phone: [redacted] Fax: [redacted] Email: [redacted]

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

From: [redacted]  
Sent: Monday, April 24, 2006 11:34 AM  
To: [redacted]  
Cc: [redacted]  
Subject: RE: Redress 06-035

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Based on the email below, send a request to CBP-National Targeting Center to create a [redacted] record.

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It seems as though the following record is the sole problematic record: [redacted] (re-verify this).  
If so, include this record ID in your request.

Thank you,

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

From: [redacted]  
Sent: Monday, April 24, 2006 11:24 AM  
To: [redacted]  
Cc: [redacted] Redress  
Subject: Redress 06-035

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It has been determined that one of our CBP referrals (from [redacted]) I was wondering if you

could help us create [redacted] for this individual in TECS? In the past, this has helped the complainants [redacted]

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[redacted]

DOB: [redacted]

SSN: [redacted]

Let me know if you can grant this request or if you need additional information. Thanks very much!

v/r,

[redacted]

Terrorist Screening Center

[redacted]

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