

# Travel

**If you have experienced delays each time you've entered the USA please read below for additional information.**

## **Department of Homeland Security**

The Department of Homeland Security would like for you to contact them regarding your concerns. Please read the information below and follow the directions DHS

Traveler Redress Inquiry Program (DHS TRIP)

- [+filing a complaint](#)

The Department of Homeland Security's Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs--like airports and train stations--or crossing U.S. borders, including:

- denied or delayed airline boarding
- denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
- continuously referred to additional (secondary) screening

## **Why DHS TRIP?**

DHS TRIP is a central gateway to address

- watch list misidentification issues
- situations where travelers believe they have faced screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs

DHS TRIP is part of an effort by the State Department and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

## **Who is DHS TRIP for?**

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems.

## **Using DHS TRIP**

The DHS TRIP form may not be submitted online at this time as DHS is making upgrades to their system. Travelers seeking redress may continue to mail, fax or email as an attachment the DHS TRIP Traveler Inquiry Form.

- [+dhs trip travel inquiry form](#)

Use the information below to mail, fax or email as an attachment the DHS Traveler Redress Form:

## **Mailing Instructions**

Please mail the completed form and copies of identity documents to:

DHS Traveler Redress Inquiry Program (TRIP)  
601 South 12th Street, TSA-901  
Arlington, VA 22202-4220

## **Faxing Instructions**

Please fax the completed form and copies of identity documents to:

(866) 672-8640 or (571) 227-1925

## **Emailing Instructions**

Please e-mail the completed form and copies of identity documents to: [TRIP@dhs.gov](mailto:TRIP@dhs.gov)

## **DHS TRIP and Your Privacy**

The Department of Homeland Security safeguards the privacy of any personal information that you provide in your inquiry to DHS TRIP. This information will be protected and will only be shared in accordance with the provisions of the Privacy Act of 1974 (5 U.S.C. § 552a) and as provided in the Privacy Impact Assessment published for DHS TRIP.

The information that you provide will be used to process your request for redress. To process your request, DHS TRIP will share this information within the Department and outside the Department with components or entities that can help address the underlying

issues regarding your redress request. DHS TRIP may share information about you with airlines or other third parties where necessary to implement the redress resolution.

In very limited circumstances, information from an individual may be shared for reasons not related to the redress process. For example, if a person were to submit information indicating illegal activity, such as providing a fraudulent passport or driver's license, this information may be turned over to appropriate authorities for proper investigation. In addition, information may be shared with the National Archives and Records Administration for proper handling of government records or when specifically relevant to litigation involving the Federal government or when necessary to protect the person who provided the information from the harm of identity theft in the case of a data breach affecting this system.

### **More Information on DHS TRIP and Privacy**

- [+traveler redress inquiry program privacy impact assessment](#)
- [+systems of records notice for the traveler redress inquiry](#)