

U.S. Department of Homeland Security  
Freedom of Information Act Branch  
601 South 12<sup>th</sup> Street  
Arlington, VA 20598-6020



Transportation  
Security  
Administration

July 14, 2017

**3600.1**

Case Number: 2017-TSFO-00207

Ms. Katherine Fallow  
Knight First Amendment Institute at Columbia University  
314 Low Library  
535 West 116th Street  
New York, NY 10027

Dear Ms. Fallow:

This letter responds to your Freedom of Information Act (FOIA) request dated March 15, 2017, addressed to the Department of Homeland Security, Customs and Border Protection (CBP), and the U.S. Immigration and Customs Enforcement seeking records concerning suspicionless searches of individuals' electronic devices at the nation's borders. On April 4, 2017, CBP referred your request to the Transportation Security Administration (TSA) FOIA Branch for search and direct response to you.

TSA completed its search and located records responsive to item (5) of your request: documents, including tear sheets and TRIP records, containing or relating to complaints filed by individuals or organizations about CBP's and/or ICE's search, review, retention or sharing of the information on travelers' electronic devices. Portions of the documents are being withheld pursuant to the Freedom of Information Act, 5 U.S.C. § 552. Please refer to the Applicable Exemptions list at the end of this letter that identifies the authority for withholding the exempt material, which is indicated by a mark appearing in the block next to the exemption. An additional enclosure with this letter explains these exemptions in more detail.

The rules and regulations of the Transportation Security Administration applicable to Freedom of Information Act requests are contained in the Code of Federal Regulations, Title 6, Part 5. They are published in the Federal Register and are available for inspection by the public.

Referral

While processing your request, TSA located records that fall under the purview of the Customs and Border Patrol (CBP) and Department of State (State). Accordingly, your request and 47 pages of responsive records were referred to CBP and 5 pages were referred to State for processing and direct response to you. You may contact those offices directly at:

U.S. Customs and Border Control  
The FOIA Division  
1300 Pennsylvania Avenue, NW, Room 3.3D  
Washington, D.C. 20229  
Phone: (202) 325-0150

Department of State  
Office of Information Programs and Services  
A/GIS/IPS/RL  
SA-2  
Washington, DC 20522-8100  
Phone: (202) 261-8484

Fees

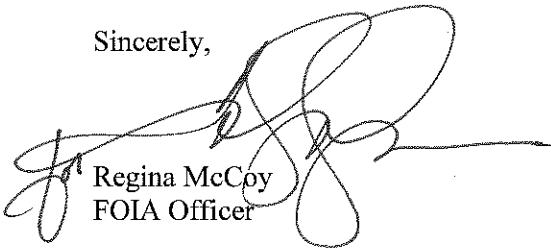
There are no fees associated with processing this request because the fees incurred do not exceed the minimum threshold necessary for charge.

Administrative Appeal

As the subject matter of this request is currently a matter of Federal district court litigation, the administrative appeal rights that normally accompany an agency's response to a FOIA request are not being provided.

If you have any questions pertaining to your request, please feel free to contact the FOIA Branch at 1-866-364-2872 or locally at 571-227-2300.

Sincerely,



Regina McCoy  
FOIA Officer

Summary:

Number of Pages Released in Part or in Full: 938

Number of pages Referred: 52

**APPLICABLE EXEMPTIONS  
FREEDOM OF INFORMATION ACT AND/OR PRIVACY ACT**

**Freedom of Information Act (5 U.S.C. 552)**

(b)(1)  (b)(2)  (b)(3)  (b)(4)  (b)(5)  (b)(6)

(b)(7)(A)  (b)(7)(B)  (b)(7)(C)  (b)(7)(D)  (b)(7)(E)  (b)(7)(F)

Enclosures

FREEDOM OF INFORMATION ACT  
SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

Transportation Security Administration (TSA) FOIA Branch applies FOIA exemptions to protect:

Exemptions

**Exemption (b)(1):** Records that contain information that is classified for national security purposes.

**Exemption (b)(2):** Records that are related solely to the internal personnel rules and practices of an agency.

**Exemption (b)(3):** Records specifically exempted from disclosure by Title 49 U.S.C. Section 114(r), which exempts from disclosure Sensitive Security Information (SSI) that “would be detrimental to the security of transportation” if disclosed.

**Exemption (b)(4):** Records that contain trade secrets and commercial or financial information obtained from a person that is privileged or confidential.

**Exemption (b)(5):** Inter- or intra-agency records that are normally privileged in the civil discovery context. The three most frequently invoked privileges are the deliberative process privilege, the attorney work-product privilege, and the attorney-client privilege:

- Deliberative process privilege – Under the deliberative process privilege, disclosure of these records would injure the quality of future agency decisions by discouraging the open and frank policy discussions between subordinates and superiors.
- Attorney work-product privilege – Records prepared by or at the direction of a TSA attorney.
- Attorney-client privilege – Records of communications between an attorney and his/her client relating to a matter for which the client has sought legal advice, as well as facts divulged by client to attorney and any opinions given by attorney based on these.

**Exemption (b)(6):** Records that contain identifying information that applies to a particular individual when the disclosure of such information “would constitute a clearly unwarranted invasion of personal privacy.” This requires the balancing of the public’s right to disclosure against the individual’s right to privacy.

**Exemption (b)(7)(A):** Records or information compiled for law enforcement purposes, but only to the extent that production of such law enforcement records or information...could reasonably be expected to interfere with law enforcement proceedings.

**Exemption (b)(7)(C):** Records containing law enforcement information when disclosure “could reasonably be expected to constitute an unwarranted invasion of personal privacy” based upon the traditional recognition of strong privacy interests ordinarily appropriated in law enforcement records.

**Exemption (b)(7)(E):** Records compiled for law enforcement purposes, the release of which would disclose techniques and/or procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law.

**Exemption (b)(7)(F):** Records containing law enforcement information about a person, in that disclosure of information about him or her could reasonably be expected to endanger his or her life or physical safety.

PRIVACY ACT  
SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

Transportation Security Administration (TSA) FOIA Branch applies Privacy Act exemptions to protect:

Exemptions

**Exemption (d)(5):** Information compiled in reasonable anticipation of civil action or proceeding; self-executing exemption.

**Exemption (j)(2):** Principal function criminal law enforcement agency records compiled during course of criminal law enforcement proceeding.

**Exemption (k)(1):** classified information under an Executive Order in the interest of national defense or foreign policy.

**Exemption (k)(2):** Non-criminal law enforcement records; criminal law enforcement records compiled by non-principal function criminal law enforcement agency; coverage is less broad where individual has been denied a right, privilege, or benefit as result of information sought.

**Exemption (k)(5):** Investigatory material used only to determine suitability, eligibility, or qualifications for federal civilian employment or access to classified information when the material comes from confidential sources.

**Exemption (k)(6):** Testing or examination material used to determine appointment or promotion of federal employees when disclosure would compromise the objectivity or fairness of the process.



**OFFICE OF INSPECTOR GENERAL**  
Department of Homeland Security

Washington, DC 20528 / [www.oig.dhs.gov](http://www.oig.dhs.gov)

September 21, 2017

Carrie DeCell  
Knight First Amendment Institute  
Columbia University

Subject: OIG Freedom of Information Act Request No. 2017-IGFO-00085  
Final Response

Dear Ms. DeCell:

This responds to your Freedom of Information Act (FOIA) request to the Department of Homeland Security (DHS) Privacy Office (PRIV) dated March 15, 2017, seeking records relating to CBP and ICE electronic device searches. PRIV referred item 4(a) of your request to the DHS Office of Inspector General (OIG) for processing and direct response to you. DHS-OIG received that referral on March 31, 2017.

DHS-OIG previously responded to item 4(a) of your request on June 27, 2017, stating that DHS-OIG's Office of Audits has an ongoing matter which was withheld pursuant to FOIA Exemption 5. DHS-OIG has since conducted the searches proposed in emails between Scott Wilkins and David Glass; by email dated September 5, Mr. Wilkins confirmed that you would consider DHS-OIG to have fully complied with your request if we conduct the proposed searches and produce all non-exempt portions of responsive records. As such, this is a final response to your FOIA request.

The proposed searches agreed upon by Mr. Wilkins and Mr. Glass resulted in the enclosed page containing complaint narratives responsive to item 5 of your request. We reviewed the responsive records under the FOIA to determine whether they may be disclosed to you. Based on that review, this office is providing the following:

\_\_\_\_ 1 \_\_\_\_ page is released in part (RIP).

The exemptions cited for withholding records or portions of records are marked below.



**OFFICE OF INSPECTOR GENERAL**  
Department of Homeland Security

Washington, DC 20528 / [www.oig.dhs.gov](http://www.oig.dhs.gov)

<b>Freedom of Information Act, 5 U.S.C. § 552</b>			<b>Privacy Act, 5 U.S.C. § 552a</b>
<input type="checkbox"/> 552(b)(1)	<input type="checkbox"/> 552(b)(5)	<input checked="" type="checkbox"/> 552(b)(7)(C)	<input type="checkbox"/> 552a(j)(2)
<input type="checkbox"/> 552(b)(2)	<input checked="" type="checkbox"/> 552(b)(6)	<input type="checkbox"/> 552(b)(7)(D)	<input type="checkbox"/> 552a(k)(2)
<input type="checkbox"/> 552(b)(3)	<input type="checkbox"/> 552(b)(7)(A)	<input type="checkbox"/> 552(b)(7)(E)	<input type="checkbox"/> 552a(k)(5)
<input type="checkbox"/> 552(b)(4)	<input type="checkbox"/> 552(b)(7)(B)	<input type="checkbox"/> 552(b)(7)(F)	<input type="checkbox"/> Other:

OIG redacted from the enclosed documents, names and identifying information of third parties to protect the identities of these individuals. Absent a Privacy Act waiver, the release of such information concerning the third parties named in these records would result in an unwarranted invasion of personal privacy in violation of the Privacy Act. Information is also protected from disclosure pursuant to Exemptions 6 and 7(C) of the FOIA further discussed below.

**Exemption 6, 5 U.S.C. § 552(b)(6)**

Exemption 6 allows withholding of “personnel and medical files and *similar files* the disclosure of which would constitute a clearly unwarranted invasion of personal privacy.” 5 U.S.C. § 552(b)(6)(emphasis added). DHS-OIG is invoking Exemption 6 to protect the names of third parties and any information that could reasonably be expected to identify such individuals.

**Exemption 7(C), 5 U.S.C. § 552(b)(7)(C)**

Exemption 7(C) protects from public disclosure “records or information compiled for law enforcement purposes . . . [if disclosure] could reasonably be expected to cause an unwarranted invasion of personal privacy.” 5 U.S.C. § 552(b)(7)(C). DHS-OIG is invoking Exemption 7(C) to protect the identities of third parties, and any information contained in these investigative records that could reasonably be expected to identify those individuals.

**Referral**

Additionally, 188 pages of potentially responsive records have been referred to Immigration and Customs Enforcement (ICE). ICE will process the records under the FOIA and respond to you directly.

**Appeal**

Although I am aware that your request is the subject of ongoing litigation and appeals are not ordinarily acted on in such situations, I am required by statute



**OFFICE OF INSPECTOR GENERAL**  
Department of Homeland Security

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and regulation to inform you of your right to file an administrative appeal.<sup>1</sup> If you choose to file an administrative appeal it must be in writing and received within 90 days after the date of this response. Please address any appeal to:

FOIA/PA Appeals Unit  
DHS-OIG Office of Counsel  
Stop 0305  
245 Murray Lane, SW  
Washington, DC 20528-0305

Both the envelope and letter of appeal must be clearly marked “Freedom of Information Act Appeal.” Your appeal letter must also clearly identify the OIG’s response. Additional information on submitting an appeal is set forth in the DHS regulations at 6 C.F.R. § 5.8.

**Assistance and Dispute Resolution Services**

Should you need assistance with your request, you may contact DHS-OIG’s FOIA Public Liaison. You may also seek dispute resolution services from our FOIA Public Liaison. You may contact DHS-OIG’s FOIA Public Liaison in any of the following ways:

FOIA Public Liaison  
DHS-OIG Counsel  
STOP 0305  
245 Murray Lane, SW  
Washington, DC 20528-0305  
Phone: 202-254-4001  
Fax: 202-254-4398  
E-mail: [foia.oig@oig.dhs.gov](mailto:foia.oig@oig.dhs.gov)

Additionally, the 2007 FOIA amendments created the Office of Government Information Services (OGIS) to offer mediation services to resolve disputes between FOIA requesters and federal agencies as a non-exclusive alternative to litigation. If you are requesting access to your own records (which is considered a Privacy Act request), you should know that OGIS does not have the authority to handle requests made under the Privacy Act of 1974. Using

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<sup>1</sup> For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirements of the FOIA. 5 U.S.C. 552(c) (2006 & Supp. IV 2010). This response is limited to those records that are subject to the requirements of the FOIA. This is a standard notification that is given to all our requesters and should not be taken as an indication that excluded records do, or do not, exist.



**OFFICE OF INSPECTOR GENERAL**  
Department of Homeland Security

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Washington, DC 20528 / [www.oig.dhs.gov](http://www.oig.dhs.gov)

OGIS services does not affect your right to pursue litigation. You may contact OGIS in any of the following ways:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road - OGIS  
College Park, MD 20740-6001  
E-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
Web: <https://ogis.archives.gov>  
Telephone: 202-741-5770  
Fax: 202-741-5769  
Toll-free: 1-877-684-6448

If you have any questions about this response, please contact us at 202-254-4001.

Sincerely,

*Drew Lavine*

Drew Lavine  
OIG Office of Counsel

Enclosures

Requester's Name: Knight Institute  
FOIA/PA NO.: 2017-IGFO-00085

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1 PAGE(S) OF DOCUMENT(S)

RELEASED IN PART (RIP)

EXEMPTIONS CITED

6, 7(C)

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All redactions in this document are made pursuant to FOIA exemptions 6 and 7(C).

Complaint Number	Agency Affected	Occupation	Date Received	Date Opened	Date Closed	Narrative	Allegation Code	Allegation Category	Allegation	Allegation Detail	Investigation Status	
C106311	U.S. Customs and Border Protection (DHS)	DHS Employee	04/06/2011	04/06/2011	04/07/2011	On April 6, 2011, DHS was informally informed about correspondence written by American Liberties Union (ACLU) and Muslim Advocates to the DHS Go on behalf of the action. Mr. [REDACTED] a U.S. citizen, claims that he was asked inappropriate questions by CBP on a number of occasions. In August 2009 at Atlanta Hartsfield/Jackson International Airport, the victim claims, he was questioned by CBP for three hours about his involvement with a Muslim student association, in addition to taking the contents of the victim's wallet and electronic devices.	2	Civil Rights / Civil Liberties				Closed Not Converted
C102566	U.S. Customs and Border Protection (DHS)	DHS Employee	12/05/2013	12/05/2013	12/16/2013	On September 23, 2013, former CRCI Officer [REDACTED] sent an informal informational email to Acting CRCI Officer [REDACTED] containing an online link to the September 20, 2013, 2.5 NPIR radio show On the Media (OTM). During this program, WNYC producer [REDACTED] alleges numerous civil rights and civil liberties violations by CBP personnel at ports of entry (POEs) in New York City, including the Port of New York and New Jersey (ONYN) at a POE in the Niagara Falls, New York area on September 2, 2013 (Labor Day), and the experiences of friends of hers at the Detroit, Michigan Port of Entry on or around the same date.		Civil Rights / Civil Liberties	Denial of Rights / Due Process			Closed Not Converted
C140310	U.S. Customs and Border Protection (DHS)	DHS Employee	12/27/2013	12/27/2013	12/30/2013	On this OTM show, Ms. [REDACTED] and some guests on the show raise allegations of discrimination and profiling of travelers by CBP, subjecting some travelers to secondary inspection and more questioning based on ethnicity and religion. In part, subjecting Muslim travelers to improper questions about religion and inspection conditions. Fourth Amendment violations were also raised.		Civil Rights / Civil Liberties				
C1415612	U.S. Customs and Border Protection (DHS)	DHS Employee	09/15/2014	09/15/2014	09/18/2014	On September 12, 2014, the Joint Intelake Center (JIC), Washington, DC received an email from U.S. Customs and Border Protection (CBP) Senior Border Patrol Agent (SMPA) [REDACTED] (DHS, T-1) in which an unnamed individual is requesting that the JIC provide information on CBP's policies and practices regarding the search of electronic devices. Specifically, the requester is seeking information about CBP policies and was provided links only to public websites. She also includes an impact assessment. CRCI conducted regarding CBP searches of electronic devices. The transcript of the On the Media show is at <a href="http://www.ontheradio.org/victory-statement-dhs-has-learned-stop-finding-wire-in-my-country-and-hate-border-patrol/transcript">http://www.ontheradio.org/victory-statement-dhs-has-learned-stop-finding-wire-in-my-country-and-hate-border-patrol/transcript</a> .	4.3.10	Miscellaneous	Non-Criminal Misconduct		Employee Misconduct, General	Closed Not Converted
C1714049	U.S. Customs and Border Protection (DHS)	DHS Employee	05/11/2017	05/11/2017	07/03/2017	On May 9, 2017, CBP, received a letter dated May 4, 2017, from the ACLU, addressed to John Roth, Inspector General, Department of Homeland Security (DHS), Office of Inspector General (OIG). The letter concerns the search of U.S. citizens' electronic devices at San Francisco International Airport (SFO) on February 29, 2016. The letter documents ACLU's concern about CBP's policies and practices with respect to CBP's search of electronic devices, specifically by addressing the following: "(1) the facts concerning the quantification of Mr. [REDACTED] and the seized items; (2) the policies and practices of searches of electronic devices in violation of the Fourth Amendment; (3) federal appellate court precedents on CBP's policies and practices of First Amendment violations by allowing government agents to search electronic devices without a search warrant, probable cause, and (4) that CBP agents, in at least this instance, failed to follow CBP's policies and failed to accurately communicate those policies to Mr. [REDACTED]."	2.12	Civil Rights / Civil Liberties	Other Civil Rights/Civil Liberties			Closed Not Converted
C1719013	U.S. Customs and Border Protection (DHS)	DHS Employee	07/20/2017	07/20/2017	07/31/2017	Dear Inspector General Roth: The Reporters Committee for Freedom of the Press and the news organizations listed below would like to express our concern about recent Customs and Border Protection (CBP) policies and practices that affect journalists at the border. In recent months, we have become alarmed by the number of reported stops involving journalists at the U.S. border as well as the intrusive nature of the searches and seizures of journalistic equipment. We are concerned that several of the organizations joining this letter have individually filed Freedom of Information Act requests with the Department of Homeland Security (DHS) for information related to these stops and seizures. Because the U.S. Department of Justice Office of Inspector General is conducting an investigation into these stops and seizures, we would like to write today to express our concern about the stops and searches involving journalists. In addition, we would like to request that CBP update its policies involving journalists and to notify the agency about the unique constitutional, common law, and statutory rights that are implicated.	2.12	Civil Rights / Civil Liberties	Other Civil Rights/Civil Liberties			Closed Not Converted

RCN	Person	Details	Comments	Status	Reason	Created On
	(b)(6)	<p>RE: I fly a fair amount and I am in favor of security that would make a difference. However, I was profiled recently at the airports. I am not a terrorist to be picked up twice, within two months; at JFK upon exiting the airplane by two JFK police officers like a criminals. I am an academic physician; scientist; author of medical books, and national and international speaker and I AM NOT A terrorist. I am US citizen who is living in the US since Nov. 1985 26 years. I am now the (b)(6) and also the (b)(6) Center Rank number 12 in the USA. I am academically active with a lot of medical publications including two recent text books in pathology. I always receive national and international invitations to give lectures, seminars and workshop in my specialty. I am also member of the Cytopathology Committee of the College of American Pathologists CAP who are in charge of all regulations; policies and proficiency testing related to specialty in the US. In 2006/2007, I have also helped the Saudi government the Saudi National Guard Health Affair establishing a school of Cytotechnology in Riyadh, Saudi Arabia in 2007 with western Board Certification. This is the first and the only school of this specialty in the Middle East. With this school, I have establishing an annual Symposium in cytopathology at Riyadh Saudi Arabia sponsored by the Saudi National Guard Health Affair they provide me with a government visit visa each year. I attend this symposium Annually as guest speaker since 2007, which attract 150/200 pathologists and cytotechnologists from all the middle eastern countries. Therefore, currently; I do a lot of traveling about 10 trips per year with 23 at least international to cover these activities. I have changed my passport June 15, 2011 due to no more pages available for visas. My trouble started with the first trip with my new passport. While I am coming back from Dubai trip August 6, 2011; I noticed that my boarding pass has the code SSSS. Prior to the boarding, I was subjected to extra search which I agree with it, to keep our flights safe. However, once I reached the JFK and upon exiting the airplane, two JFK police officers were outside the airplane checking passports. Once I arrived and recognize my name they escorted me to the Security office at JFK. For the first time in my life, I felt and treated like a criminals. It took about one hour and half with a lot of question and details search and documentations of everything that I have wallet, pockets, and luggage. When I finished and they realized that nothing is suspicious and I am academic physician and not a terrorist, they released me with no apology. I had ample time at the time to my next flight to Pittsburgh and I took this incidence as unusual, and I thought this would be my final trouble. My next trip was to Istanbul September 15, 2011 to attend and speak three lectures at the European Congress of Cytology. This meeting is the largest meeting in my specialty in Europe and it occurs in different cities each year in Europe. When I left Pittsburgh airport heading to Istanbul, I have granted SSSS flight code and no assigned seat in my boarding pass. This was cleared at the boarding gate with extra manual search at the gate. The flight was a small number, and I am the only one who subjected to such search. I was the last one to enter the airplane with every eyes on me from the passengers and the crew who saw the detailed search prior to boarding. I felt like a criminal again. Upon returning from Istanbul, I have a connection in Amsterdam Airport AMS. At AMS the boarding pass has also SSSS code. At the gate there were about 8 TSA American officers with portable laptops equipped with passport scanning capabilities. They scanned all passports and asked all passengers few questions prior to boarding. Everyone pass except me and asked me to wait for the chief of US immigration officer to arrive from other gate. It took about half hour for the chief to arrive, upon questioning me and realizing that I am not a terrorist, he apologize for the system to pick me and to allow me to go even without any extra search. The Chief was very nice to me and I told him of any suggestions to help me remove this hassle. He indicated to me that nothing can be done and I have to be patient. I asked him; Am I having in JFK similar to my previous trip? he said: I can not predict, but please, be patient. Again, I was the last person to board the flight to JFK. Upon reaching the JFK and upon exiting the airplane, two JFK police officers were outside the airplane checking passports. Once I arrived and recognize my name they again escorted me to the Security office at JFK. One of them remembered me from the last trip, he was very nice, and indicated that it will be fast this time. For the first time in my life, I felt</p>		Closed	10/1/2011 12:00 AM	
		This complaint refers to my travels between the dates of 07/19/2011 09/30/2011. I had applied for a new passport in the spring time of 2011 and was pleasantly surprised to receive it back so fast. The problem begins on 07/19/2011 leaving Aruba and headed back to Raleigh, North Carolina. The reason for my trip being to scout out a possible location for my fianc and I to get married. While departing Aruba and going through customs I was stopped. I was asked to have a seat on the wall and wait for further instructions. I cooperated and took a seat. After about 15 minutes two customs officers approached me and asked me to come with them. I was taken off to the side where I was told I was going to be searched. I put my bags on the table and the customs officer began dumping out the first bag. This bag contained expensive electronics, and the officer treated the items as if they were of no importance. After all bags were searched and nothing illegal was found, I was asked if I wanted to take my pants off. I answered that I didnt want to. The officer then said that he had to pat me down. His pat down was extremely intrusive and uncomfortable to say the least. After the strip search was over I was given back my passport and sent on my way with no explanation of why this just occurred. The second situation occurred again leaving Aruba on 09/20/2011 while going through customs. My fianc and our families along with 38 guests were there to celebrate our wedding. While going through customs again I was asked to take a seat on the wall, but this time my wife was told to do the same. After 10 minutes a customs officer approached us and told us to go with him. This time both my bags and my wifes bags were searched. Along with being searched the officer asked a series of very personal questions about my background. I answered the questions to the best of my ability. He then proceeded to ask me questions if I was ever charged with rape or child molestation. Even when I gave him a stern no he asked the question three more times. All this is going on while my newly wed wife is standing right next to me. I do not see why is was necessary for your officer to talk to me that way and treat me like that in front of my wife. My background proves that I have never been charged with either offense. After the absurd questions we were sent on our way. The third situation occurred on 09/30/2011 in Miami. My wife and I were on our way back from Playa del Carmen, Mexico from our honeymoon. This time when I handed my passport to the customs agent he said there was something wrong with my passport and that my wife and I needed to follow him. After 10 minutes another officer came along and escorted us to get our checked bags and then onto a room that resembled a jail cell. Along the way the agent was not courteous and was very rude. After leaving us in this room for 20 minutes another customs agent approached us and brought us over to a counter where he went through our belongings. He asked if we had electronic devices. We informed him that we had a couple cameras, cell phones, headphones and a couple iPods. He went through our stuff and put the electronics on the side. After telling us to zip up our bags he said he would be right back. After 10 minutes he came walking back and said we could put our electronics away and to have a nice day. All this drama for what? I am an American citizen and I am proud of that. I always back up law enforcement and admire the job that they do. I have no problem going through a search to make our country a safer place, but what I have had to endure the past three times going through customs is way beyond making this country a safer place. Its flat out harassment. I would like to get to the bottom of this so that when I travel, my wife and I can travel without being harassed every time we go through customs.		Closed	10/5/2011 12:00 AM	
		Problems started in london airport. I was coming from france to the US. ON british airways. An agent from homeland security had a picture on his cellphone that looked like me but long mustache, ive never had a long mustache ever in my life. He asked me if it were me in the picture and he told me you have been detained. In the airport before i boarded the plan they checked and searched me to the extreme. they searched everything to the items in my wallet. Same situation happened when i arrived to LAX from london. That following saturday evening I traveled to Tijuana to purchase antibiotics for my sick daughter. they took me to the first and secondary checkpoint and handcuff me. After an hour and a half they released me. They werent nice or respectful at all. Please have somebody call me because I need to know whats going on. Please contact ASAP. (b)(6)		Closed	10/6/2011 12:00 AM	
		SECURITY OUTSIDE OF PLANE ESCORTED ME TO IMMIGRATION INTERROGATION COUNTER WHERE I WAS HELD AND QUESTIONED FOR AN UNUSUAL AMOUNT OF TIME. MY BELONGINGS WERE OPENED AND INSPECTED IN INTERROGATION ROOM, AND MY ELECTRONIC ITEMS LAPTOP AND MOBILE PHONES WERE TAKEN AWAY FOR OVER AN HOUR AND LATER RETURNED TO ME. I WAS DETAINED FOR OVER THREE AND A HALF HOURS WITH MY OTHER FAMILY MEMBERS HAVING TO WAIT FOR MY RELEASE. UPON MY RELEASE, MY BOARDING PASS FOR MY FOLLOWING FLIGHT AT JET BLUE LISTED ME AS NEEDING HEIGHTENED SECURITY MEASURES.		Closed	10/7/2011 12:00 AM	

TSA000847

(b)(6)

My Canadian husband changed his L1 visa to TN, naturally, Iam a permanent resident of Canada had to surrender my L2 I94.I exited US and handed my I94 to the Canadian side as I was told. When I tried to reenter US a few minutes from the Canadian border,I asked one of the US immigration officer that I will be surrendering my I94 from my L2 and re enter US using my tourist visa and I was told that it should not be a problem and that I will be issued a fresh I94.To apply for a TD visa, I need to set an appointment at the US Embassy in Toronto. The officer treated me like a criminal that his voice was raised. I was interrogated and was accused of many things. Below is the list of the things the immigration officer did to me: 1. accusing me of trying to be with another man 2. reading my cellphone messages. 3. detaining me for 2 hours 4. spoke loudly at me, yelling when there is a long line of people behind me. 5. forcing words into my mouth his accusations 6. spoke loudly about personal information 7. opened and searched phone and looked into my personal messages and photographs. 8. intimidated me in a way that I was terrified and was in tears in the presence of many people. He kept asking me about my personal information / my marriage in just 5 inches distance by the exit door while people look at me as if it was a crime scene. The officer was rude and unprofessional. I asked for an explanation and his answer was if you because I said so all the time.. and he threatened to put me in jail.

Dear Sirs, last time I immigrated the US I was stopped again and a special agent took my laptop, mobile and all files and after approx. 4 hours they let me go to my final destination. All my files even my destination adress hotel contact details had to stay there and I was not told why I got screamed and why they took my belongings. After 2 days I got all my belongings back, but no further details were mentioned. The special agent was very friendly and teated me with respect.

I have never violated any law or rules in the US. In the almost 4 years Closed of crossing the border, I have never had that kind of problem or treatment. I was humiliated and I felt the kind of treatment was totally unnecessary.

10/13/2011 12:00 AM

Dear Sirs, My wife has a business as a wholesale dealer of collection minerals since 2007. She works with many dealers in Canada and USA. I help her in different tasks, mostly as a driver she does not drive a car, photographer, some general task etc. In order to reach the USA dealers we applied for Visas with our original Bulgarian passports in 2007. We obtained tourist and business visas B1 and B2. We believed that these business visas give us the right to legally make business in USA. In 2008 we received and our Canadian citizenship and passports. Since 2007 we have made many trips probably more than 20 to USA in order to deliver collection minerals to American dealers. Almost all our USA entries are at Derby Line, Vermont Port of Entry. Before the trips she contracts with the American dealers what minerals they are interested and then we deliver them. During these years we have been verified couple of times at the border both USA and Canada sides but always everything was ok. In order to enter in USA we use both passports the Bulgarian ones with the tourist and business visas and recently mostly just the Canadian passports. In 2009 during one verification at the Derby Line, Vermont Port of Entry we presented just the Canadian passports and the border officer told us that we cannot sell to the public without business visas but our business visas were in the Bulgarian passports they were not with us so we presented the necessary evidences that we deliver minerals to Carnegie Museum and he let us enter in USA. In January 2011 we decided to make a mixed vacation/business trip to Arizona. We wanted to visit some parks like Grand Canyon etc. and in January/February in Tucson are held many minerals shows and almost all American dealers are there. In order to reach them easier my wife decided to rent a room in a hotel where a mineral show is held. On 22 January 2011 on our way to Tucson we were stopped for verification at Derby Line, Vermont Port of Entry. I want to mention that the custom officers treated us with the necessary respect and their actions were very professional. We presented both Bulgarian and Canadian passports and explained that we will visit Tucson in order to meet some minerals dealer we have made arrangements. The border officer told us that he cannot be sure that we will not sell to the public and we argued that we have and business visas. He responded that these visas do not give us the right to do business in USA. That surprised us very much. Till that moment we believed that with these business visas we can make deals in USA and everything is legal. After that the border officer inspected our vehicle and our laptop. He started to ask us separately, questions about details concerning deals made during the years. He found difference between my answer and the answer of my wife concerning one particular deal. He told me that I am not telling the truth. Later we discussed with my wife this difference and I realized that I have mixed two different deals with the same mineral dealer. As I mentioned above this is my wife business and I am not very well familiar with many details. All that verification continued 56 hours and at the end the officer told me that I must swear and I can be arrested. That was too much after hours of questioning and pressure I was very confused and scared. I am not familiar with the USA laws and in front of the possibility to be arrested I decided to not make any further statements, swears etc. Finally the custom officer told me that I am prohibited to enter in the USA for 5 years. My wife did not receive any penalties. That was very big shock. All my intentions and actions during these multiple entries in USA were made with my hard belief that I am doing something right and completely legal due to the business visa and now I have found myself with so severe punishment like some kind of criminal. That was very hard to accept and during the last couple of months I have passed through many internal struggles trying to understand why and how my good intentions led me to that bad situation. After these month the emotions diminished and I realize that it is my fault, that I was not well informed concerning the rights that my USA business visa gives me and due to lack of detailed knowledge about my wifes business I have not responded well to the customs officers question. Even realizing my involuntary mistake one thought does not give me peace finally all my intentions were good that why I find too severe that I am punished for 5 years not to enter in USA. As I mentioned I realize that this is my mistake but I cannot find guilt in all I have done and that's why I find too severe these consequences of my actions so I would like to kindly ask you to examine that case and to reconsider this 5 years USA entry prohibitions. I hope you will understand my reasonable motives and will approve my appeal. Sincerely yours, (b)(6)

I am entering the US 56 times per year because we have different production facilities there and I am a member of the board in my (b)(6) Furthermore I am the owner of a small furniture company (b)(6) which makes products out of old aircraft parts. End of 2010 our supplier based in Tucson shipped old pilot seats but did not apply for an export certificate so customs stopped the shipment and confiscated the seats we did not know that the supplier has to apply for a license nor did we get any information from US customs what happened. From this point in time I get stopped every time I enter into the US.

Closed

10/16/2011 12:00 AM

TSA000848

(b)(6)

POR T OF ENTRY INCIDENT REPORT On Sunday, October 16, 2011 I was detained temporarily at the Fort Lauderdale/Hollywood International Airport by the Custom & Border Protection Authorities while returning from a 5day trip from Jamaica. I traveled from Kingston, Jamaica on Caribbean Airline flight BW 037 on Sunday, October 16, 2011 and arrived at the Fort Lauderdale/Hollywood Airport at 8:30 PM. I had no problem through the screening device when boarding the aircraft in Kingston, Jamaica. Immediately as the aircraft door was opened I heard my name over the aircraft intercom that I should move to the front of the aircraft quickly. I proceeded to the front of the aircraft with my hand luggage and stepped out the aircraft and moved toward the walkway that leads into the building. Suddenly, I was accosted by three CBP authorities. One of the three officers [b] grabbed me furiously and pushed me back up against the wall searching my arm and body for tattoos. He forcefully turned me and pushed me face up against the wall, kicked my legs apart and searched me viciously from my feet up to my private parts pulling as if he found a weapon. He then pushed his left hand into my left front jeans pocket as I faced the wall, twisting his hand in my pocket up against my left leg as he tried to remove a small piece of paper a receipt from my pocket. Officer [b] did not say anything to me concerning the reason for him treating me the way he did. During the search I asked him the reason for such violent search. He told me to shut up. I realized that once again the system has failed to remove my name and date of birth from the criminal record of another person despite New York Supreme Court Judge Leventhal's order. I told officer [b] to remove from my hand luggage a letter given to me by Judge Leventhal and read the content of the letter. He threatened me with the tone of his voice and told me to shut up. He had two other officers with him that could have checked the content of the Judges letter. After the completion of the search, I said that I was sick and tired of the authorities treating me as if I am a criminal. I told the officers that they are going to apologize when it is all over because they refused to read the content of the Judges letter. I was told to carry this document with me at all times if a situation like this should occur. Officer [b] told me to shut up and threatened to hand cuff me. I became silent as officer [b] held my arm tightly and pushed me quickly through the walk way leading to the immigration custom desk. Officer [b] asked me a question after he threatened to hand cuff me and I said I will remain silent. He became very angry. I thought he was going to jump me somewhere through the walk way before I get to custom. I was so terrified and I remained silent. I was pushed past the immigration custom desk. One of the officers removed my passport from my hand luggage and gave it to the intake immigration custom officer. He quickly scanned my United States Passport and told the officer's that it is a match. I was pushed into a detention room and forcefully placed on a metal seat and was told not to move by Officer [b]. Officer [b] searched my hand luggage by removing everything from my hand luggage. He showed no interest in the Judges letter he pulled from my hand luggage. When he was finished searching my belongings, I told him that this is all a big mistake and this is not the first time I had this experience. I told him that I was a medical doctor and someone stole and used my identity. He moved quickly upon me and placed his face approximately 23 inches close to my face, staring in my eyes for about a minute and shouted in my face that I was a dumb doctor and I should shut up. I stood there in shock looking in his eyes. I thought to myself that he has gone crazy. I remained silent during that one minute stare down. I never said a word to him after he stared me down. I sat in the metal seat and closed my eyes to prevent myself from looking at him as he guarded the door of the detention room. About 15 minutes later I was taken to another room with about 6 CBP officers. Before I was finger printed one of the officers took the Judges letter from my hand luggage and told me that the letter was no good because there were other charges showed up on the record. I was finger printed and my prints did not match the person they have on record. The supervisor then apologized to me and said that he would be ticked off if he was in my position. I told the supervisor that Officer [b] tried to jump me because I was ticked off because of this dreadful encounter. Officer [b] did not apologize but he and the officer who introduced himself as the supervisor walked me to the aircraft check-in luggage reception area and escorted me past the checkout desk. When I arrived home I realized that my passport was not stamped showing that I returned back to the United States.

I hope this report will be the start to end of this dreadful ordeal. What should I do about the missing returning stamp in my passport? Closed

10/22/2011 12:00 AM

I have been on three Las Vegas trips this year: July1625, Aug6Sept9 and Sept13Oct4th. From what I was told when I called the 1800 2676788 US entry requirement information number, I could stay in the states to visit for up to 6 months in the calendar year. My boyfriend lives in Las Vegas so during my time there I stay with him. I flew to Las Vegas from Bellingham on July16th with a few friends and I did not have a problem going through security. On August6th I flew myself from Vancouver and was asked to go through secondary screening where they took me to another room. The security officer interrogated me with so many questions that it startled me. I was 21 years old at the time and have not done anything in my life which would put me in a situation where I'd be face to face with a security guard/police officer, getting interrogated. I told the officer that I was going to see my boyfriend but it seemed hard for him to believe. He said that my record showed that I have been in the states numerous times during the year of 2011. The only other places I have been to were San Jose. He asked me for the specific dates and I was not able to give that to him, rather I told him the months which I went and told the officer that my friends booked the tickets so I didn't have the itinerary information in my email account. The officer then searched through my check in luggage, my carry on, as well as my purse. He also asked for my password on my cell phone and went through every single picture I had. It didn't bother me because I have nothing to hide, but is that of normal procedure?! They finally let me go 5 minutes into my flight boarding. On my most recent trip to Las Vegas on September13 I was taken the secondary screening again !! This time, I was in the waiting room for a lot longer and I did NOT want to miss my flight so I spoke with a male officer who was at the front desk. I told him that this was the 2nd time I had been taken to secondary screening and didn't want to go through it anymore because all I am trying to do is see my boyfriend in the states with NO INTENTIONS for anything else. The officer began to question me again and I gave him all the answers he needed. He told me that I will be denied entry into the US next time if I fail to provide any information that will prove commitment to coming back to Canada. He says my records show I am currently being seen as trying to live in the states illegally. I told the officer that I do go to school. I am enrolled in the Criminology program at Douglas College in Canada. I attended the summer semester and had enrolled in the winter semester for Full Time. The reason why I am not in their winter semester was because hardship came along with finances with my family so we were not able to pay for my fall tuition and then the dead line for tuition fees passed so my courses were given away. I also offered to show the officer on my laptop of the courses I had chosen with the date which I had done so but he said no. I also explained to the officer that this is why I have been going to Las Vegas numerous times this year because it is the first time where I haven't had school for a semester nor do I have a job so for the time being I want to be able to spend some time with my boyfriend because once January hits Winter Semester which is JanApril I will be enrolled Full Time and I will not be able to travel anymore to see my boyfriend.

I am just so frustrated with this whole situation that it makes me want to cry. I cried during the most recent time I was taken the secondary screening because I'm put in a situation where I feel like a criminal and I have told them nothing BUT the truth and only the truth. My biggest fear is getting denied entry into the states and that is why I am filing this complaint to you. I love my boyfriend and it makes it hard for me to know that there is a possibility that next time I try to go see him they may deny me from it. I am back in Vancouver now to celebrate my birthday and my father's birthday and plan to go back to Las Vegas one last time during midNovember. This will be the last time I go back to visit this year since I will be doing FT studies at school for the Winter Semester. As I said before, the officer advised me that I would need to bring proof to show commitment of coming back to live in Canada. I am more than happy to do that, but Winter registration isn't until Nov 17 Dec 1 and it is based on college priority. Before registration, the college mails each student a letter advising them of their registration time and date. I am more than happy to bring that as proof, but is that enough proof?! Please respond and let me know what my options are to prove commitment because whatever it is I am willing to do that. I am tired of being pulled into security each time I travel and it frustrates me because I have never done anything illegal in my life. I don't ever want to be denied entry into the US for no reason or at least a reason I don't agree on. I have NO intentions to live in the US when my family lives in Canada and I go to school here too. I only to visit the US with the intentions to see my boyfriend, go shopping or to sight see. Please help as any advice would be greatly appreciated. Thank you.

Closed  
10/24/2011 12:00 AM

Multiple instances as follows: July 6, 2011 coming from Amsterdam CBP agents waited for me outside of the plane and detained me for several hours, interrogation and inspection of electronic devices July 30, 2011 trip to London secondary screening August 18, 2011 Coming from London, CBP agents waited for me outside of the plane and questioned me October 2, 2011 trip to Amsterdam secondary screening October 8, 2011 from Amsterdam, CBP agents waited for me outside of the plane and detained me for inspection of electronic devices October 13, 2011 trip to Dubai Secondary screening November 5, 2011 from Frankfurt, CBP agents waited for me outside of the plane and detained me for several hours, interrogation and inspection of electronic devices I was not able to print a boarding pass for all the above mentioned trips.

I am an auditor for Shell Oil Company and have been travelling inside the US and internationally since 2003. All the trips mentioned above were for Shell business purposes. I also travel to Eritrea to visit my mother every 12 years.

Closed  
11/7/2011 12:00 AM

TSA000849

<p>(b)(6)</p> <p>I went to the US, and wanted to go to Walmart to buy medicine for my fungus called Lamisil and buy a laptop I saw online at a good price. I usually go with my family but this time my wife was not feeling well, she suffers from high blood pressure so I left her with my son and I went alone, did not want to lose the promotion and was the last day. When I crossed the border there were no problems, I just asked where I was and I replied. I drove about two miles, but I got the street confused as I enter the US through hwy 5 mostly. I asked another driver who told me to turn around and gave me directions. When I enter a street to turn around a patrol stopped me and asked me if I was helping a Mexican to cross, he asked several questions to which I responded. He said he did not believe me, but had no evidence and that this time I would return to Canada. I didn't want to argue as I do not speak English well so I preferred to go back home. Then I went back to the US, I was stopped at the border I was fingerprinted and an agent asked me if a policeman had stopped me and I explained what happened. They let me enter the US. But now every time they stop me. So I asked an officer what was happening and told me I was on the computer for dual inspection. I asked if I could do something to solve this problem and gave me a form and told me to do a letter. I very often to the United States because I like to shop there and there are many Hispanic products. Unfortunately in Canada Hispanics are a visible minority. I am also a Panamanian and if I have to visit a relative in Panama I choose to depart from Seattle because tickets are cheaper. Anything I can do to cooperate with my situation I am at your disposal.</p>	<p>I presented my valid Brazilian passport [REDACTED] with my valid US VISA for [REDACTED] and my application for admission was denied. In 1996 my admission was accepted and I went in a study program for 28 days only, in 2002 my admission was granted again for a period of 6 months and I overstayed this period by approximately 1 month. From March 2009 I entered the US with this same passport and visa to represent a ceramic tile company that was seeking new technology and representation of its products also I was offered a period of study by the same company when I applied for an extention and exchange of my status B1/B2 to F1 and it was granted. At the time I met my actual Mexican wife who got pregnant. Our daughter was born in the USA and we lived there to last April 26, 2011 which shows I overstayed the allotted time of my I94 and F1 Form permit. Now I'm a resident in Mexico and dedicate myself to our recycling business also we sell sheetrock as alternative construction. My application for admission on 11/26/2011 was in a purpose of purchase of technology for our recycling business which was a baling or packing machine manufactured in the State of IL or CT and the plan was to leave the US before the December 20th since I drove from home in Acambay Estado de Mexico Mexico approximately 700 miles in my own truck.</p>	<p>I would like to cordially ask for a review of my case with Event number: [REDACTED] FILE number: [REDACTED] Since I presented all valid, real documents and statement of myself. Although I overstayed my allotted time in the passed. I'd like to apply for a new Visitor Visa. Also I'd like to insist on the consideration of the purchase of the Balling Machine even if at the time of my admittance if granted a tracking bracelet or other tracking equipment for only 20 to 25 days and a special permit to enter at least in Laredo to bye electronics and clothes for my company and family.</p>	
	<p>I was told by a U.S customs officer that he had to pull me inside because it came up on there computer screen when they swipe my passport. Every time I cross over to the U.S they pull me inside for this reason and they never can tell me why. As soon as I got out of the car I was questioned by the custom officer who was there to inspect the car and he wanted to have proof that I had a P2 because I told him I work in the states as a singer. When I was inside the customs officer at the booth questioned me then went outside to check on the status of my vehicle. Once he was back inside he then asked me to enter a room and had another female customs officer along with him. Once we were inside he joked and said the reason for the female officer to be present was because he didn't want me to feel like he was hitting on me as he was sure it happens a lot with other customs officers. He had my phone along with another passengers and asked me to open only mine although they were both locked. He also told me that he had the right to do this without my permission. His reason for doing this was on the passengers phone there was a picture of me and he felt he needed to make sure I wasn't in the U.S for escorting purposes. I told him I am a singer and also do a lot of modeling and he was my boyfriend and I don't feel that was a valid reason to go through my personal property and that I felt he was taking it to far by accusing me of being an escort. He told me once again that he could do this and that he didn't need my permission and that I had no idea of the high tech devices that they had in there that would make the average person crazy if they knew what they could do. I felt the need to cooperate with them because I had to work that night and could not afford to be denied entry as a lot of my work is in the U.S. After I unlocked it for him he told me to go sit in the waiting room. Then he asked me to come back in and told me that he didn't find anything on my phone and that he was going to let me leave. Once he was back at the booth to give me and the other passenger our passports the other passenger asked if there was a way we could find out what the problem is and why I keep getting pulled in. The two customs officers who escorted me in the room both laughed and asked him were he was originally from. He replied El Salvador. Then the officer asked What do you think it's like crossing the border over there? The passenger replied and said we didn't have any criminal records or have ever been denied entry and felt it was unfair to be treated like this. Another customs officer handed us a pamphlet and circled a website and told us to go there if we wanted more information.</p>	<p>Closed 11/23/2011 12:00 AM</p>	
	<p>When landed at LAX from a Malaysia, China and Vietnam business trip, noticed that after 3 years of being a part of Global Entry program, my status was revoked. After going through CBP line I was sent to secondary where was met by CBP supervisory and ICE staff. Was held for questioning for a long period of time, my laptop computer and cell phones were seized and was subject to harsh treatment with no explanation as to why after only after few weeks from my last overseas trip there was a sudden change of my status.</p>	<p>I would like to know about the facts and reasons surrounding my situation and my status with the CBOP and Global Entry program to the extend that it can be revealed. I had been involved for th epast 25 years in the International Transportation field and on numerous occasion worked with various U.S. agencies concerning export control issues. I believe that my recent change of status is based on inaccurate information and would like to be investigated.</p>	<p>Closed 12/17/2011 12:00 AM</p>
	<p>I am proud of myself to be a good United States citizen. By profession I am a Software Engineer who works as a consultant. I have successfully completed my Master of Science degree with high GPA from University of Detroit Mercy in 08/1995. I have achieved my Bachelor of Engineering degree from NED University of Engineering and Technology in 12/1990. In addition to my qualification I have 17 years of Information Technology experience in automotive, manufacturing, Tier 1 automotive suppliers, utility, electrical, electronics and health care industries. I have five kids in the family all were born here in the United States of America. Being a law biding citizen and a decent person I have never been involved in any kind of indulge activities. I have been living in the U.S. for almost 18 years. Before September 2001 I did not have any problem traveling overseas. Since then, I have always been delayed entry into U.S. at port of entry. I have repeatedly referred to additional screening. Every time I am on my way back home from overseas I have to go through secondary scrutiny. I get separated from other passengers going through immigration process line. Homeland security officer conduct a background check which takes a while and this cause missing connecting flight as well as impact on family and kids stress. The following incident occurred while visited Pakistan to see family relatives mother, brother and sisters in 2004, I went to this extra security check which caused 3 hours delay. The 2nd incident was in 2008 when I was coming back from Pakistan with my two little kids tired of a long flight. The 3rd incident happened on 2009 when I visited Pakistan to see my mother as she was very sick and passed away. The 4th incident happened last year September 2010 when I was coming with all my family members including 5 kids I was pulled and separated from my family for secondary screening when clearing US immigration and custom which I feel my civil rights have been violated because it was kind of insult and abuse to the family and kids waiting for me with tension and stress as coming from lengthy traveling. I am sure with DHS help with full dignity and enthusiasm I can prevent the evil interfering into my transparent personality. I would like to file an inquiry to seek resolution regarding difficulties that I am experiencing during my travel screening at airport. Please correct inaccuracies in government records of my personal information which make my travel difficult. I seek help from DHS TRIP to resolve inconveniences resulting from name similarities. Please clear my name from the list for future references. Thanks!</p>	<p>Closed 12/17/2011 12:00 AM</p>	

(b)(6)

Thank you for creating an avenue for redress. I was issued a B1/B2 visa which I requested to attend a chemotherapy symposium scheduled for 8th/12th and for my vacation. The visa was issued by the embassy on the 9th of November because of muslim holiday festivities at the period. The next available flight which was on the 11th was booked. I however could not meet that flight as I was slightly indisposed and needed to get a grip on myself as that was my very first flight outside West Africa. I eventually re booked the flight on 12th so as to obtain copies of the program and also spend the rest of the ten days as vacation I have since been made to see my error in that. This is because I have professional and personal interest in cancer work in a cancer centre as a doctor and a research officer and I am at risk of breast cancer. I arrived in New York and was checked in by the Immigration officer. I had a little trouble finding my luggage. I eventually found it and was on my way out when I was stopped by an officer who asked to check my luggage. I obliged him. He found my clothes and medication and then proceeded to puncture my box. He then led me to a place where I was searched further and thereafter taken to another group of officers. I was asked questions that I answered calmly. I was then given some forms to fill amongst which was an FBI form. This made me uncomfortable and a bit jittery as I wondered what I had done to involve the FBI. I asked and was told the forms were a viable alternative to the DHS forms which were said not to be available. This did not sit well with me and I declined. I sense I was being viewed as uncooperative after that and my interrogation took a downward trend. My government identity card which proved I served my one year internship training as a doctor was considered not tenable! had told the officers I had finished my training and now work in a cancer centre. I was also treated like I had drugs of abuse on me. I asked for the confirmatory tests that would prove or dispel this and was told it was not necessary. The officers took a statement from me, after which I was given a choice. To withdraw my application or face being barred for a minimum of five years. I chose what seemed to be the better option. I was then told I would be taken to a 'relaxation centre'. This turned out to be a correctional centre where I was detained and treated like a prisoner as I had to change my clothes into prison wares. My single entry visa was cancelled. I did not see a need for this as the visa was already used and could not be used anymore. Sent from my BlackBerry wireless device from MTN

Dear sir/madam, I appreciate your efforts in ensuring the U.S. is safe for citizens, immigrants and nonimmigrants. It is however not so good to injure people's personality in the process as I felt mine was. I did not so much mind returning home after the treatment I received at the Airport. What got to me was being put in detention and having a cancelled visa in my passport. These cast a negative shadow on my person and it would be appreciated if this is rectified. I am willing to send documents that would ease the assistance you are rendering. Thank you for your intervention. Sent from my BlackBerry wireless device from MTN

Closed 12/24/2011 12:00 AM

December 29, 2011 (b)(6) Catonsville, MD 21228 I have traveled to the United States three times. First time was on May 13, 2009. Second time was on July 6, 2010. Third time was on August 18, 2010. The first time I was here where no problems at the US airport or with any of the connecting flights at the other airports. Both the second and third time there were problems, but only with the US Customs and Immigration police. There was no problems with any of the connecting flights at the other airports. There was never any problems leaving the US, only when returning the last two times. Before I came to the US the first time on May 13, 2009 I was married to (b)(6) who was in the Saudi Arabia army. (b)(6) Two daughters and I came to the US to study at the University of Maryland, Baltimore County UMBC. Since (b)(6) had been in the Saudi Arabia army I was issued a Special passport and I got my US Visa with a F1 status to study at UMBC. (b)(6) my first husband was a terrible man. I stayed here in the US for just two months just long enough to finish and pass my beginning classes at UMBC. Then I left the US to go back home to Saudi Arabia so I could file for a divorce with (b)(6). Six months latter I was divorced from him. Without knowing (b)(6) had my Special passport canceled. I was not told and therefore did not know that my passport had been canceled. I was going to travel by plane to visit Dubai in the United Arab Emirates with my family from the Riyadh airport in Saudi Arabia. But as I was about to board the plane I had to show my passport at the Riyadh airport. I was told that my passport had been canceled and I could not go with my family to Dubai. So after that I got a new passport but the Visa was affixed to my first Special Passport which had been canceled but not my Visa. I still wanted to study and graduate from UMBC. I went to the US Embassy in Saudi Arabia and explain to them what had happen and they said it would be ok to use my new passport and to use the still valid Visa that is affixed to my first Special Passport that had been canceled. Since my Visa is still valid and in good order I had only needed to get a new Passport, which I did. So I came back to the US to continue my studies at UMBC and this is where the problems began. When I flew from the Riyadh airport in Saudi Arabia I showed them my new passport and my Visa that is affixed to my canceled Special Passport. There where no problems there at that airport nor was there any problems with the connecting flight at the airport in Frankfurt Germany. But when I arrived at Washington D.C. airport I was detained, separated from my new husband and put through allot of questions for a very long time; which was more like being interrogated. I was taken and detained and placed in a small room that had no windows but had two cameras; it did have a toilet and a small mat on the floor. It was a day of detention with no one to help me. I could not speak with my husband nor could he be with me. My husband was told that my status with UMBC had been closed and for my husband to give them money to buy a ticket for me to be deported back Saudi Arabia. My husband had to find a nearby hotel to sleep that night. It was a very terrible, humiliating, and a very scary and a most emotionally stressful experience for me to be put through such an ordeal as that and without any explanations ever given to me. I had never felt so alone and scared or ever treated like that in all of my life. It was unjustified; it was very bad; and it was just plain wrong. My husband on the next day went to UMBC and they issued a new I20 and they had confirmed that I was going to school there and every thing was now in order and I was then free to go. My husband and I went back to Saudi Arabia to visit my family during semester break. But it all happen again when we flew back to the US to begin the fall semester at UMBC. There were no problems at the other airports just as it was before until we landed at BWI airport and it all happen again except at this time I was then five months pregnant. They said the I20 and Visa did not match. They ask why I was here and I told them I was going to school at UMBC and they called me a liar. This went on for several hours until they finely figured it out and they wrote the new I20 onto my Visa and said I was free to go. I would like to get this matter resolved and to receive a detailed explanation about these situations and to make sure that it will not happen again. Sincerely (b)(6)

Closed 12/29/2011 12:00 AM

It's been since Feb.2011 every time I travel I get detained when I return to USA from my Overseas trips and lately when I travel inside the USA I get SSSS on my boarding I represent APOTHECARRY PRODUCTS COMPANY IN THE pass and I get checked Manually and through the machines. Also, I can't get a gate pass if I need to bring some one from my family who don't speak English or an elderly MIDDLE EAST AND WE EXPORT MEDICAL ACCESSORIES AND DEVICE AND MY JOB WILL REQUIRE FROM ME TO TRAVEL FREQUENTLY TO THE MIDDLE EAST BUT DUE TO THIS INCIDENT AND HARRASSEMENT I WILL NOT LEAVE THE U.S BEFORE I FIND A SOLUTION OR RESOLVE THIS PROBLEM AND OBSTACLES WITH DHS .

Closed 1/4/2012 12:00 AM

I am partially disabled, having undergone surgical total hip and knee replacement with the typical metallic prosthetic devices implanted. As a result of my disabilities, I am consistently, without exception, manually searched and manipulated over my entire body, including my most intimate private regions by medically ignorant TSA agents. My surgical scars are plainly obvious to anyone with eyes, and I typically wear shorts to make this fact apparent. But your TSA inspectors are apparently ignorant of the typical joint replacement protocols requiring metallic implants. Though your TSA agents are usually reasonably polite and occasionally apologetic about their groping of my privates, it is still unbearable to submit to this unspeakable intrusion at every US airport. The physically disabled and/or those with metallic medical implants ought not be treated like potential criminals by the TSA or any other law enforcement agency, as there is no legal prohibition against medical implants that demands TSA scrutiny, nor no legal precedent determining that disabled folks are likely to be violent criminals. The TSA need to get its act together in this regard. And it needs to be done immediately.

The TSA needs to allow those with physical disabilities and/or medical implants to pass air travel inspection without being groped and fondled about their bodies. And the TSA needs to adopt nonintrusive policies regarding the innocent disabled immediately, if not sooner. You folks are missing real threats whilst groping old men and ladies.

Closed 1/7/2012 12:00 AM

I am senior product manager for Sony Electronics. I travel to Japan one or twice a year for business. At my return I am always detained by the immigration officer for additional screening. Not only is this an inconvenience; it is an embrassement for me to be detained for additional screening in front of my colleagues.

I should have the option to stick my finger in the optical fingerprint scanner and spare me form secondary screening. I was told that as a US citizen I am not allowed to use the fingerprint scanner. However, it is ok to detain me and have an officer escort me over to secondary screening.

Closed 1/8/2012 12:00 AM

For the second time since my last entry in July, I was stopped at passport control. When I asked the officer why I was stopped for the second time he mentioned something about me receiving mail from outside the USA that could be illegal. I explained to the officer that the only piece of mail that I have received ever since I have moved from NY is a postcard for my birthday from a friend in Barcelona, and another package with three magazines inside it from Lebanon. The officer said that I look sincere with my answers and went back and forth to look more into the issue. He did mention that the last name of the name they have on record differs a little bit from mine but the address and the name in general is the same. After I left the office and picked up my luggage I was again stopped by customs because my Customs and Declaration card already had a mark on it from the previous officer. They went through all my bags including my wallet. They also searched my entire laptop and all the files on it.

I understand that it is the DHS's responsibility and job to do all this in the case anything shows up on records. But I would appreciate some more information as to why this would happen. And given all the identity theft issues you hear about, I want to be very careful with what is going on and see how I can clear my records and also make sure that there isn't someone using my name and address.

Closed 1/9/2012 12:00 AM

TSA000851

<p>(b)(6)</p> <p>I was subjected to secondary inspection on entry to the USA. On this occasion I was on my way home to London Heathrow, from Guadalajara Mexico, via Phoenix after a business trip to Jabil Circuits Electronics, Guadalajara. I had also entered the USA on business to Extron Electronics in Orange, CA 6 days previously on 13th December at LAX, where I was also subjected to secondary inspection on entry to the USA. My trips to the USA are usually on business. For 25 years I have been the owner and boss of a small UK based company. We design and make systems to help companies who assemble products by hand, and our customers are all over the world. They include large US customers like Hewlett Packard, Apple, and Intel. These days the main reason for my business trips to the USA is to support our US joint venture partner, Vision Engineering Inc, of Danbury, CT. I mainly carry out training for their personnel, so that they are able to more directly support our North American customers. I have no complaints about my treatment, as the DHS guys are usually very courteous. But the process is a waste of DHS resource, and a waste of my time. Usually there is a limo waiting to pick me up, and the extra delay usually means that the driver is on the point of giving up and going home, leaving me stranded!</p>	<p>These secondary inspections have occurred on every entry to the USA that I have made since about 1995. Every time I am asked if I had overstayed back then, I HAVE NEVER OVERSTAYED ON ANY VISIT TO THE USA, OR COMMITTED ANY OFFENCE. When this problem started, I was on holiday with my wife and 2 boys in Toronto, where my father grew up. We spent a last night at Niagara Falls, and then had to drive back to Newark NY for our flight home to London. We underestimated how long this would take, and we were very late arriving at Newark. I dropped off my wife and 2 boys so they could check in, and went to drop off the hire car. When I got to check in, my wife had primed airport officials, who shouted at me to run straight to the gate. I got to the waiting aircraft; the door was shut, and immediately left for London. Things were a little less rigorous back then. When I got home, in my passport I found the green exit portion of my visa, which I should have handed to someone at Newark. I thought I wont need that now, and threw it away! I wish I hadn't, as this is the cause of all the secondary inspections for the last 16 years! Years ago, I tried to resolve this with the US Embassy in London. A very helpful lady there assured me that it was all sorted. But it wasn't. Since then, after yet another secondary inspection many DHS staff have also tried to resolve it, writing copious notes on their screens. Without success. It seems I am on some other agencys database, which they have no power to change. I am always admitted after these secondary inspections, having satisfied the DHS on each occasion. So it seems reasonable to ask that my status is amended, so they no longer occur. The process is a waste of DHS resource, and a waste of time for all concerned. My UK phone number is (1).</p>	<p>Closed</p> <p>1/10/2012 12:00 AM</p>		
<p>For the past 9 years, I have been always greeted with two to four officers at the airplane who escort me to their office and search everything I have, including cellphones, laptops, wallet, and any paper. The process takes from an hour to 9 hours in some instances like the one I experience in Niagara falls or Chicago. I also wait for hours to be checked in, which caused me to miss my flight and pay extra money and inconveniences. I am also interrogated and asked several questions, in addition to the delay. Please note that I was fired from a job because I refused to travel to Russia, since the only time I traveled there, I was removed from the plan in Oregon; this caused me to not have anyone at the airport to receive me there and was a disaster not many people could speak English and I ended up somewhere else, until finally rescued. It is very embarrassing, especially when colleagues and friends see me escorted, and I am sure that my Boss will question me if he sees this treatment; he may think that I am a bad person and this may compromise my job. Please take an immediate action since I am fed up with this treatment more than 9 years of this ill treatment. please note that I have been in this Country since 1989 and graduate from the States and Worked/obtained my Green Card. I have also applied for my Citizenship, however, it has been pending since 2004!!</p>	<p>On Wednesday December 30, 2011 I was traveling from Canada to Ogdensburg New York with my wife and 2 children to pick up winter tires for my vehicle. The customs officer asked if I had ever been denied entry to the US. I indicated that I had been denied entry in February 2010 when my application for a Management Consultant TN Visa was denied. We were then sent inside for secondary screening. I explained the circumstances of the refusal related to the Visa application, and the officer suggested that given the frequency of my business trips to the US I should file a DHS TRIP inquiry to expedite future travel. In February 2009 I was doing consulting work from my home in Canada for a US based consulting firm called Parsa Wireless Communications. They provide patent analysis services to companies involved in intellectual property licensing and litigation. They hired me in a consulting capacity because they were looking to expand their consulting business by adding semiconductor and electronics system reverse engineering services to their offerings. Reverse Engineering is commonly used by patent attorneys to prove infringement of technology patents. Prior to accepting the consulting contract from Parsa Wireless I had been employed by a Canadian company based in Ottawa called Chipworks, one of 2 Canadian companies considered the world leaders in reverse engineering for intellectual property support. The consulting work that I completed for Parsa consisted of providing an overview of the semiconductor reverse engineering market, including an assessment of the competitive landscape, and making recommendations for a business strategy that would enable them to compete in this market as a new entrant. My suggestion was that they hire engineering consultants to complete the intellectual property patent analysis on an as-needed basis, using test and measurement results provided by external laboratories. After completing this market analysis I was asked to identify external laboratories that could provide testing, measurement and analysis services. I identified Evans Analytics in North Carolina and another facility called Silicon Investigations in Wisconsin as the best sources of reverse engineering device testing and semiconductor circuit and process analysis, and suggested they engage the services of these two companies when they had a project requiring that type of analysis. I was then asked to identify prospective customers, and put together a business plan for rolling out these new services to them. I completed these tasks from my home in Canada, and on Sunday February 21, 2010 I was driving down to the Parsa office in Connecticut to discuss the next steps. I was informed by US customs agents at Alexandria Bay New York that I would need to apply for a TN Visa as a Management Consultant if I was going to do any work for Parsa in the US, and they suggested that I apply for the TN at the border when I had the proper paperwork. I returned to Canada, and put together the documentation required to apply for the TN Visa resume with work history, academic transcripts, letter from Parsa Wireless Communications but when I submitted the application the following week I was informed that the role as defined by Parsa would not qualify for TN status because there would be a sales component in the future. This conversation took place at the US customs and border facility in Massena New York. I was advised at that time that we could alter the application and reapply, but if that application was denied I risked being prohibited from entry to the US for a five year period. At this point I informed Parsa Wireless that I would not be able to do any work for them in the US, and my consulting contract was changed so that I would be their representative in Canada, Asia and Europe, with no involvement in US operations. I continued working for Parsa from my home in Richmond Ontario in this capacity until June of 2010. In late May of 2010 I was offered full time employment as a local sales representative for the Ottawa region by Newark Electronics. I traveled to the US for training purposes twice while I was employed by Newark and was sent for secondary screening both times. I traveled from Ottawa to Cleveland Ohio the last week of May, 2010, and was sent for secondary screening when I went through US customs in Toronto at Pearson International Airport. I was informed that this was because I had been flagged as a result of the denied TN Visa application, and I could expect to receive secondary screening for the foreseeable future. I traveled from Ottawa to Denver Colorado in September of 2010, and was again sent for secondary screening at US customs at Pearson in Toronto. In September of 2011 I began a new job as Director of Business Development for Aurora Wireless, a technology company based in Ottawa Ontario. We are a Canadian company, with no US operations. A significant portion of my role involves</p>	<p>(b)(6)</p> <p>I have traveled to the US 11 times since my TN Visa application was denied on February 28, 2010. I have been sent for secondary screening at US customs on 8 of 11 trips. The customs agents who I have spoken with in Ottawa and Ogdensburg have been very helpful, and have suggested that I submit this DHS TRIP inquiry to facilitate easier crossing in the future.</p>	<p>Closed</p>	<p>1/14/2012 12:00 AM</p>
<p>Arrived at JFK from Istanbul. I was held and questioned for about five hours. During this period of time my laptop and my cell phone were taken out of the room.</p>	<p>This is a constant occurrence when I travel. I would like to travel 'delay free' in future which is why I am filing with DHS Trip. Thank you.</p>	<p>Closed</p>	<p>1/19/2012 12:00 AM</p>	

(b)(6)	<p>At the U.S border the customs officer did hand me the ACE Electronic Manifest marked Xray but failed to inform me verbally therefore i thought i was clear for pass in to the States, i did not notice on the ACEmanifest that it was marked xray so i just went trough. 2 hours later the Officer called me on my cellphone and told me to turn back to do the XRay so i did. this happened at 7:00am on Jan.02,2012</p>	<p>In my 18 year's of driving back and forth from Canada to the States i have never encountered this problem before. Regarding the new 11hr driving regulation in the U.S spending time at the xray and secondary inspection takes more than 3 hours of my time therefore patronizing my commitment to making the delivery on time.</p>	Closed	1/21/2012 12:00 AM
	<p>am required to go through the secondary inspection when clearing U.S. customs and border protection. The incident occurred back in 1992. My parents had a vision of providing me with better education and as advised by so called the International education advisors in Korea, I entered the U.S. with visitor visa and later applied for an exchange visa J1. My application for J1 visa was rejected and by the time I received the letter from the immigration office I had already started attending high school. Now I understand better why this will be a cause for a concern, however back then the decision was made and I stayed to finish what I started. Not to say that I did not have mind of my own but it was more of a decision that was made and I just followed. I was barely fourteen years old. I did graduate Orchard Lake St. Marys Preparatory in Michigan. Its a private school and I stayed at the school dormitory on weekdays and went to stay the weekends with my uncles family in Novi, Michigan. As I grew older it became clearer to me that it wasnt right to stay on without proper visa status. I had received acceptance notices from few universities however I left the U.S. right after high school graduation and moved to Canada in 1996. This time I had made sure all the visas and paperwork was in place. After graduating from Brock University, my whole family immigrated into Canada in 2000 and I became a Canadian citizen in 2004. I currently reside in Richmond Hill, Ontario, Canada with my wife, a local real estate agent, and two daughters, aged 4 years and 3 months. I am working at Samsung Electronics Canada at (b)(6) and have been in the Consumer Electronics industry for the past 12 years. Both in U.S. and in Canada, my background clearances will show that I have a clean record and never got in trouble with law. I regret not having proper status in place while attending high school even if it was in the name of pursuing quality education, this is an incident that is out of my character and which will not even be an option if I were to be in any situation remotely close. I seek for your deep understanding over a mistake that I made and I would greatly appreciate it if you could review my case and consider removing the secondary inspection requirement on my file. I do travel to U.S. four to five times a year on business and again, it would be of tremendous help if you could. Thank you for taking the time to read this long report,</p>		Closed	1/27/2012 12:00 AM
	<p>the first time I applied for an Esta,back in august 2010,I had a problem with introducing my passport number,asked for the help line,but having a old laptop,didn't get rough.So I went to the travel agent who sold me the airline ticket for help.And realised I didn't introduce the first two letters of that passportnumber,he did the rest and I got that esta paper.</p>	<p>So I presume those two different ways of applying got me in trouble. That I was said the last time I was checked at your customs in JFK.</p>	Closed	2/1/2012 12:00 AM
	<p>I am an American citizen and every time I travel overseas the officials detain me at the airport. Also I visit my cousins in Canada with my wife and children once in a while with my automobile. Every time I cross the American border to return to my home in Rochester, New York I get detained for 4 plus hours. Four to Five officials come to my car and they lead my family and I to the border. They lock my family and I in a room for hours. Also an official always comes from Buffalo to question me. They make me fill out an information sheet; they go through my childrens and wifes cellphones, laptop, and purses. After having all of our possessions and information, they still take 4 plus hours to release us. I get questioned and treated horribly every time I cross the border, but the worst treatment was on January 30, 2012. They took mine and my familys possessions and when they returned our cellphones to us, we noticed my wifes cellphone case was broken. When we told the officials it was broken, they said it was already broken which is a lie. Furthermore, my children grew up in America and love America but every time my kids and I get detained for no reason they start to question me and ask, Dad, why do we always get detained? They are starting to lose faith in the American system. Furthermore, the officials told me I get detained every time I cross the border because my name matches a person of interest in one of the government's databases. The officials told me to get my name cleared or I will always be detained every time I cross the border, so please clear my name from the government's database.</p>		Closed	2/1/2012 12:00 AM
	<p>Since last three months, I have been selected as a person of interest. I felt that it was randomly picked from the travelers. It bacame serious on my trip to Nairobi, Kenya. Teh objective of my trip was to present a paper at Jomo Kenyatta university along with my colleague at Prairie View A&amp;M University. I was stopped with extra screening and they checked \$750 I had in wallet. I was stopped again at Amstrandam, H?oland with extra questions from somebody of Homeland security. When I arrived Home, Houston two police officers was waiting me. They collected my passport and took me to the office. they also brought my luggage. They checked, my laptop, phone and my family members are here in houston and came here as refugees. usage. the officer treated me very well and recommend me to request help to be removed from the list. I was Us delegate to Kenya to transfer technology to Africa.</p>	<p>I do travel to Waashington to National Scienece Foundation and Army to evaluate proposals. I love US where my mother, older brother cousin passed away. Here is the place where I call Home. Over 50 of my family membebers are here in houston and came here as refugees. US is the only nation that we received help.</p>	Closed	2/3/2012 12:00 AM
	<p>Reference: LA BA Flight 283 to LAX and Return to London Heathrow BA 282. Background: I was unable to print my boardingpass at home prior to travel nor was I able to download travelling schedule onto my mobile device. On previous journeys to the US and Europe I have been able to do this with relative ease. On arrival at London Heathrow to embark on my flight to LAX I was requested, at the Kiosk, to await for a DHS Agent before I could be allowed on the flight. After what felt like an eternity, I eventually met the agent and after a very brief conversation allowed to proceed. I progressed through the normal course of preboarding but before embarking on to the plane itself, I was highlighted again for additional screening. On my return journey from LAX I was again highlighted for additional screening before going through to the flight. Reference: LA BA Flight 275 to LAX and Return to London Heathrow BA 274. Background: In similar circumstances to LA BA Flight 283 and 282 to LAX, I was surprised to be unable to print or upload my flight schedule and boarding cards prior to the flight. Again this was a surprise so I proceeded to board in the more traditional manner at the check in desk. On this occasion my challenges on getting on to the flight were similar to the trip I made to LAX a few months ago detailed above and yet again I had to endure additional screening.</p>	<p>Prior to these two experiences I have never had such challenges travelling to and from the USA. I am the UK General Manager a Fortune 100 US company. As a senior executive in the UK operation I spend a considerable amount of time travelling to global locations including the US for business related events, from conferences to business operational meetings. These events, most of whom, will be as a guest of or hosting other Fortune 100 companies at executive level including Microsoft. Over the past eight years in this role, I have made numerous journeys to the US safely and with great ease. Travelling to the US is an important part of such a business role and whilst I have no objection at all to the extra security checks, as I understand the need for security in these challenging times, I would like to improve my travel experience to the previous levels I enjoyed. I am sure you will appreciate these recent events have made me concerned and questioning of why I am being stopped so regular and what the perception of my colleagues and peers may think of me, if I continue to be randomly selected, which I need to attend for my employer. My parents were both senior diplomats. My mother was a representative of Her Majesty within the United Kingdom as a Deputy Lord Lieutenant. With this background and a childhood of travel, I am fully committed in understanding the need and balance between security and freedom. To the best of my knowledge I have never been considered a security risk or had challenges entering any borders. Even my entries to the US have been very smooth until recently. I have always updated my ESTA on time with full information and have also added my preflight information on Airlines such as British Airways to ensure smooth travel which is essential in my professional capacity. I am more than happy to share any additional information that may help in improving your understanding of my person in order to reduce future challenges of travelling into the US.</p>	Closed	2/8/2012 12:00 AM

(b)(6)

I was detained on 2/6/12 in calgary for 3hrs.and my rifle was temp.siezed, because another rifle that was made in another year, with a diff. cal.was stolen.with paperwork and the rifle in front of them for 3 hrs.they could not figure out they were diff. rifles.i had to take apart my rifle.if the officers had any idea how to do thier job, this should have only taken a very short time. without the help of a detective in abline tx. i would not have my rifle now. the officers need to be trained how to read a teletype, and be able to read and understand serial numbers.there were cameras in the room,i dont know about audio,please pull them up and save them. there is not enough room here to write all the complaint here, please contact me. thank you

In January 2008, I was carrying a company laptop through SEA to my home in Canada. At the time I was told that there were certain images on the laptop. The laptop and some personal items camera, iPod and some SD cards were kept and I was released to continue home. ALL my personal items were returned to me with an apology and a promise that all would be OK. The laptop in question was an open computer used by many people and, as it turns out, with poor security and open to hacking WinXP SP1. For the next three years I was made to go through secondary every time I crossed into the USA. In 2011, I was passing through LAX on my way to Tucson from Seoul, South Korea when the officers in secondary looked at my unblemished personal record and said that they would clean up my record. After that my visits to the USA were normal until I entered through SEA on January 23rd 2012. The secondary inspections had started again! I do not know why this has started again. The officers in LAX assured me that my record was now OK. I am now 68 years old and my wife and I plan on making frequent trips to our camper that we keep in Tucson, AZ. Please recognize the results of all my secondary inspections since January 2008. Personally, I have done nothing wrong and would like my record expunged as soon as possible. Some secondary inspections can be extremely stressful, especially at my age. I am getting to the point that I am concerned about my health. (b)(6)

A Letter of Application to Seek Redress for Repeated Additional Screening due to My Stolen Passport in 2004 Dear DHS TRIP Officer: My name is (b)(6) currently a lawful permanent resident of the United States. I first came to the United States as a F1 student old passport number (b)(6) F1 Visa control number: (b)(6) for my Ph.D. study in Natural Resources and Wood Science at Michigan State University in East Lansing, MI. East Lansing is a beautiful university town, very safe and sound. Students often leave their own stuff inside their cars and don't need to worry about any safety issues. In addition, every parking building has several security cameras installed. So after 4 years of oncampus living, I totally lost my awareness of personal safety, and believed all modern Western countries were as safe as the United States. My ignorance directly resulted in an irreversible travel disaster which had turned a pleasant family vacation into an unforgettable nightmare. I, my husband and my parents became victims of a violent car robbery when we traveled to Toronto, Canada in Aug. 2004. My parents' father: (b)(6) DOB: (b)(6) mother: (b)(6) DOB: (b)(6) came to visit me and my husband (b)(6) DOB: (b)(6) in the summer of 2004. My husband and I planned a 5 daydriving tour from Lansing to Detroit, then to Niagara Falls. We gathered all required documents, and drove to Detroit to apply for visas to Canada. After receiving our visas, I put all the application documents along with our 4 passports into a large leather file folder that turned out to be the most terrible mistake I've ever made. I should at least let my parents take care of their own passports, and placed it in the pocket of the front door of our car. We reached Toronto late afternoon the same day of visa receiving. We wanted to have a quick dinner in Chinatown, and then find our hotel before dark. We parked inside a large parking building in Chinatown of Toronto. Considering that we would come back very soon, I only took my small purse with me, and left the important file folder inside the car. When we came back, we were totally stunned by the scene in front of us. The rear passenger window of our car was smashed, and doors and the back trunk were opened. My laptop computer, my husband's cell phone, and most unfortunately, the leather file folder which contained all of our passports as well as other visa application documents were taken by the car robbers. We reported this car theft to the local police department, and hope they could help us to get our passports back soon so that we could return to the U.S. first. But they found that there wasn't any security camera installed in that parking building. All of us were so upset and devastated, and we stopped the vacation, and headed back to Detroit. The CBP officers at Detroit border told us our drivers' licenses were not enough for the reentry, especially for my parents' situation they didn't have US drivers' license, and we had to go to the U.S. Consulate General in Toronto to get new visa. We first visited the China Consulate General in Toronto, and received Travel Permit which was like a temporary or emergency passport. Then, my husband a Ph.D. student at Central Michigan University at that time and I called the International Center of Graduate School at CMU and MSU, and explained our situation. The schools issued us the replacement I20s and sent them to our hotel in Toronto by FedEx. The U.S. Consulate General in Toronto issued each of us a new visa on our Travel Permit on August 12, 2004. Then we had our car window fixed and returned to the U.S. on August 14, 2004. After we came back to the U.S., following the passport replacement policy of China, my husband and I announced our stolen passports (b)(6) invalid in a local Chinese newspaper. We obtained replacement passports on Oct. 14 2004 from the China Consulate General in Chicago. Passport numbers are (b)(6) for (b)(6) and (b)(6) for my husband (b)(6). These two passports have expired on Oct. 13, 2009, and we have received our current newest passports (b)(6) for (b)(6) and (b)(6) or (b)(6) from the China Consulate General in Chicago on June 24, 2009. My parents went back to China using their Travel Permits in 2004. They then announced their stolen passports invalid in China, and obtained replacement passports (b)(6) or (b)(6) and (b)(6) for (b)(6) in Beijing, China. Those passports were expired in 2010, and they have received their current newest passports (b)(6) for (b)(6) and (b)(6) or (b)(6) in Beijing, China. My parents visited me again in 2008; they received additional inspection at Chicago airport, in Pella, IA, and I didn't dare to take them to travel abroad anymore.

officer (b)(6) officer (b)(6) another officer w/m about 50 yrs.old. a detective (b)(6) in abline,tx (b)(6) the detective was the only one who knew how to do his job, please, please contact me. this deal should not have happened.

Closed

2/9/2012 12:00 AM

1. I was never shown any of the images nor had them described to me. 2. ALL of my personal items were returned to me. 3. According to your officers in LAX, my record was now OK with no flag. 4. Everything was back to normal until January 23rd, 2012. All of a sudden, the flag was back. 5. Please correct this situation.

Closed

2/17/2012 12:00 AM

After I received a Ph.D. degree from MSU, I was hired by Pella Corporation as a Materials Scientist. My husband and I obtained our green cards on March 13, 2009 (b)(6) is working for Comerica Bank in Detroit Michigan as a risk analyst, and I am a chief scientist of Ecograft Materials Inc. We went to China in 2010. When we came back to the U.S. on Sep. 30, 2010, both of us experienced a secondary screening at Detroit DTW airport. Due to business reasons, I need to travel to Beijing, China every two or three months. I just obtained another time of secondary inspection on Dec. 17, 2011 when I came back to the U.S. Because the stolen passport incident was happened 8 years ago, the CBP officer who conducted the secondary screening suggested me writing to DHS TRIP to apply for a redress and clearance. I have made a huge mistake and learned a very bitter lesson from this car robbery incident, since then I always pay high attention on my personal identification documents, so as my family members. I sincerely wish DHS could consider my application for redress and clearance, and give me and my family a secondary chance to be a normal traveler when we travel back to the U.S. I will be sending supporting documents through your email. Thank you very much and truly appreciate your consideration. Sincerely,

Closed

2/18/2012 12:00 AM

Email: (b)(6) Phone: (b)(6) (b)(6)

C

TSA000854

(b)(6)

A Letter of Application to Seek Redress for Repeated Additional Screening due to My Stolen Passport in 2004 Dear DHS TRIP Officer: My name is [REDACTED] currently a lawful permanent resident of the United States. I visited my wife, who was studying at Michigan State University MSU, in 2003 and then pursued my Ph.D. Study at Mathematics Department of Central Michigan University CMU from 2003 to 2007. During my studying at CMU, my parentsinlaw visited my wife and me in 2004. In the summer of that year, we my parentsinlaw, my wife and I planned a 5 daydriving tour from Lansing to Detroit, then to Toronto and Niagara Falls. We gathered all required documents, and drove to Detroit to apply visas to Canada. After received our visas, we put all the application documents along with our 4 passports into a large leather file folder and placed it in the pocket of the front door of our car. We reached Toronto late afternoon the same day of visa receiving. We wanted to have a quick dinner in Chinatown, and then found our hotel before dark. We parked inside a large parking building in Chinatown of Toronto. Unfortunately, due to the lack of international travel experience, we left the important file folder inside the car. This turned out to be the most terrible mistake I've ever made. When we came back, we were totally stunned by the scene in front of us. The rear passenger window of our car was smashed, and doors and the back trunk were opened. My wifes laptop computer, my cell phone, and the leather file folder which contained all of our passports as well as other visa application documents were taken by the car robbers. We reported this car theft to the local police department, and hope they could help us to get our passports back soon so that we could return to the U.S. first. But they found that there wasn't any security camera installed in that parking building. All of us were so upset and devastated, and we stopped the vacation, and headed back to Detroit. The CBP officers at Detroit border told us that our drivers licenses were not enough for the reentry, especially for my parentsinlaws situation they didn't have US drivers license, and we had to go to the U.S. Consulate General in Toronto to get new visas. In the following week, we first visited the China Consulate General in Toronto, and received Travel Permit which was like a temporary or emergency passport. Then, my wife and I called the International Centers of Graduate School at MSU and CMU respectively, and explained our situation. The schools issued us the replacement of our I20s and sent them to our hotel in Toronto by FedEx. The U.S. Consulate General in Toronto issued each of us a new visa on our Travel Permit on August 12, 2004. Then we had our car window fixed and returned to the U.S. on August 14, 2004. After we came back to the U.S., following the passport replacement policy of China, my wife and I announced our stolen passports [REDACTED] [REDACTED] invalid in a local Chinese newspaper. We obtained replacement passports on Oct. 14 2004 from the China Consulate General in Chicago. Passport numbers are [REDACTED] for Hailong, [REDACTED] for my [REDACTED]. These two passports were about to expire on Oct. 13, 2009. Before the expiration date, we applied for and received our new passports from the China Consulate General in Chicago on June 24, 2009. The new passport number is [REDACTED] for [REDACTED] and [REDACTED] for [REDACTED]. After I received my Ph.D. degree from CMU, I was hired by Comerica Bank in Michigan as a quantitative analyst. My wife and I obtained our green cards on March 13, 2009. In 2010, my wife and I went back to China to visit our families. When we came back to the U.S. on Sep. 30, 2010, both of us experienced a secondary screening at Detroit DTW airport. On Dec. 17, 2011, when my wife came back to the United States from China, the CBP officer conducted the secondary screening on my wife again, and he suggested my wife writing to DHS TRIP to apply for a redress and clearance. The car robbery incident, happened 8 years ago, left us a terrible memory. We have drawn a very bitter lesson from the mistake we made and always pay high attention on our personal identification documents. I sincerely wish DHS could consider my application for redress and clearance so that my wife, my parentsinlaw and I can be a normal traveler when we travel back to the U.S. I will send you all related supporting documents through your email. My wife has submitted her application for the redress and clearance. Her case number is [REDACTED] thank you very much and truly appreciate your consideration, Sincerely, [REDACTED] [REDACTED] Email: [REDACTED] Phone: [REDACTED] H,

**Closed**

2/22/2012 12:00 AM

Closed

2/24/2012 12:00 AM

Every time I returned back from a trip from outside the USA I get called to Customs and my luggage is searched today when I returned from cruise of the western Caribbean my luggage and laptop and tablet PC was searched and I have no clue as to why this keeps happening

Closed

2/26/2012 12:00 AM

In 2008, I travelled to Israel to visit a friend. Upon my return to the airport to come home, I was detained before even entering the airport proper. I was surrounded by soldiers with machine guns, placed in a holding cell while my luggage was searched, and my friend was questioned. In the airport, my luggage was searched again, as was other passengers, and I was escorted by a soldier to another detention cell where my carryon, wallet and all electronic devices were taken from me to be searched, I was also searched yet again. Finally, I was escorted to another counter where my passport was taken, and I was again asked 100 questions about why I visited, who was I, who did I visit, names addresses etc... the lady made a phone call I do not speak Hebrew, and typed for a good 5 minutes in the computer. I noticed that this was not the case at the counters around me. People surrendered their passports, asked a question or two, got a stamp and left. About 3 minutes total... I asked the lady what was the problem, and she said, No problem, but I am not able to return to Israel, I did not break any laws, I did not disturb anyone or anything. I do feel as though the landlord of the apartment I rented at the time filed a complaint, and notified authorities upon arrival at the airport. No idea why. I was treated very inhumanely at the airport, I know that security is very tight at Ben Gurion, however, I was treated like a dog.

As disgusted as I was with this experience, people told me There is nothing I can do about it. I never filed a complaint, I didn't know that I could. However, now every time I travel internationally, I have difficulty getting back into the states. I am constantly pulled when my passport is ran, searched, asked questions etc...even when returning from a cruise, which is very unusual. Now, the last time I travelled, I was stopped BEFORE boarding the plane. Their were two officers waiting for me,search my carry on, tested my bottle of water, they even called me by name, and I did not notice that this happened to other passengers. I would like to know if my passport is red flagged, if I am on a watch list, and why, and also what the Israeli government has on my record. I would appreciate a referral as to what type of attorney I need to see, I am clueless, or what steps I need to take to amend this issue. Thank you for your assistance.

TSA000855

(b)(6)

I was actually detained while trying to surrender my I-95 / get an exit stamp from the US as I had spent 88 days in the US. I also wanted to inquire about what I would need to do, where I would need to go in order to transit overland to Canada from Mexico. NOT to reenter the United States. It is at this point that the CBP officials decided that I Tijuana intended to stay in the US as an immigrant. While I did have ambitions to spend more time exploring the US, I had no intention to staying there permanently and had secured employment in Toronto, Canada. It was at this point I was told that my vehicle was going to be impounded when they find that it was stolen. It was not stolen. I

was then informed that my vehicle was going to be impounded for the crimes I had committed. I have no criminal record in any country. I was then repeatedly asked how I was funding my travel. My answer was that I had been living on my savings, and living for the majority of my travels camping. On being asked why I owned a vehicle registered in the US, I answered that it is cheaper than renting a hire car. Renting a hire car is inexpensive. Insuring a hire car for a foreign national with no car insurance is expensive. Cheaper to buy a car, insure it, drive it and then sell it when you are finished. I was also informed that the officers here would be more than happy to answer my questions but failing to do so, when I did ask any questions. After going through the personal and correspondence details on my phone, for some arbitrary reason the officers concluded that I did intend to be an immigrant in the US and ordered my detention. I then spend 2 nights sleeping on the floor of a 10 x 12 foot cell with a one point 16 other people. I was then interviewed twice again just a carbon copy repeat of the previous evenings conversations and at 4am I was asked to sign a declaration that I had all of my personal effects from my vehicle. I managed to get the officer to recover my backpack and my laptop. My expensive parachute and camera equipment, may or may not be in a tow yard in San Diego, as for some reason retrieving these items would be impossible. From here I was then taken to another facility where I spent another night, before being taken to CCA San Diego Correctional Facility. Here after 4 days was my first opportunity to make a 3 minute phone call, provided that you knew the number. Once I was processed and placed in a Cell, I then set about trying to resolve my situation. On attempting to contact my embassy, the 2 numbers provided did not work or were for the Singapore consul. I then decided to contact my parents, they then contacted to consular officials on my behalf. I then made a request to the manager of the wing for the contact details of the British Consular. She said that I should ask an ICE officer. I contacted the few friends I had made on my journey around the US so that they could help me recover my truck, or at least recover my possessions from it, with no success. On being interviewed by an ICE officer I was informed that I had to sign the papers presented to me stating that I was to be deported, or I would face months in prison. I was also told that I ineligible for a bail hearing or voluntary departure. On a subsequent visit to the law library I discovered that this was no entirely true. I was eligible for a Casas Bond or Custody Redetermination Hearing. I also subsequently learned that I had the right to see a judge and ask that I voluntarily remove myself from the US. So after 20 days in prison I was taken to San Diego airport, deported minus the majority of my belongings and band from the US for a period of 5 years. Thus becoming possibly the first person to be deported from the United States for being an illegal immigrant, while trying to leave. This on my first visit to the United States.

Closed

3/1/2012 12:00 AM

I am being flagged right from the Immigration line and escorted to Customs for baggage search. this has happened the past 4 times I have entered the USA. 4 times in 18 days seems excessive. I am a flight attendant and have been subjected to baggage check, as described above, on my last 3 working trips. I only fly international, so I now expect to be searched every time I return from a trip.

my bags and electronics have also been searched in the past when I return from personal international travel. I have never had anything illegal or counterfeit, nor has anything ever been confiscated. all my bags are thoroughly searched, then I am told I can repack them and proceed on my way. this has happened every time...and everytime without problem or incident.

Closed

3/6/2012 12:00 AM

Every time I wanted to come back to United State, I have to special screening and the security has to call Homeland security to give permission to come to United States. Every time I have to leave United States, I receive in my boarding pass SSSS. Every time I have to get secondary screening for check up before I go to the gate. One time I entered United States, I was asked to give my cellphone to the inspector to make a copy of my contacts. Also I was asked to give him my wallet and to make copies of the business cards.

Closed

3/7/2012 12:00 AM

I traveled on Aug. 27, 2011 from Guatemala to DFW. The Immigration officer told me I must have some enemies as there were several comments in my file that could not be true since I was a member of Global Entry. During the Secondary check a lime was found in my bag. The officer also reviewed my laptop and cell phone for some reason but nothing was found. I was detained close to 3 hours. I was also forced to pay a \$500 fine. In addition my membership in your Global Entry program was revoked. Since then I have entered the US some 6 times and always have been subjected to secondary screening and twice in Miami been detained for an excessive amount of time. Also the agents in Miami hand searched my belongings and never was anything illegal found. I checked on the USDA website to see what items from Guatemala are allowed in the US. I was shocked to find limes are permitted. The original arresting officer wrote I was carrying a sweet lime which I have never seen in person or actually heard of. The lime I was carrying was medium sized and green; not yellow and large like a sweet lime. I returned from Guatemala on Feb. 26, 2012 carrying the same type of limes and declared them. My bags were X-rayed and the officer looked at the limes and said I was free to go. When I asked why I was not fined \$500 he said this type of lime is allowed into the US from Guatemala. I should not have been assessed a fine back in Aug. 2011. Also the officer back in Aug. 2011 wrote that my cell phone or laptop contained nude pictures of men in suggestive poses. I have many pictures of my friends who are body builders and there was no frontal nudity. Can US Customs show me the pictures he was referring to? Also I would like to know what a suggestive pose is and what relevance it is to US Customs.

Your US Customs agent on Aug. 27, 2011 fined me for carrying a prohibited lime when clearly the lime I was carrying is allowed into the US. To be honest, I think that agent was just looking for a way to fine me. When he realized the sour lime I was carrying was legal, he elected to charge me with carrying a sweet lime which is prohibited. I have been delayed on every entry back into the US because of this error. I even missed my flight in Miami once because of the lengthy processing there. Therefore I am requesting the following: 1. Return of the \$500 fine 2. Reinstatement to the Global Entry program 3. A written apology from the officer who fined me back on Aug. 27, 2011. 4. All comments regarding the suggestive photos should be removed from my file. Thank You for your time and consideration Richard Steed

Closed

3/15/2012 12:00 AM

Dear DHL Agent/Responsible, My complete name is (b)(6) born in Brazil in 1981. I have Brazilian and Spanish citizenships due to the fact my father was born in Spain. In February 2009 me and my common law partner Claudia Fabiana Scholl left Brazil and we immigrated to Canada, Montreal. Since then we live and work here as Permanent Residents. A few months after our arrival in Canada, we decided to rent a car for the first time to go from Montreal to Niagara Falls Canadian side. I was not very used with the roads in that time, so I was following the GPS device. At certain point on the road the GPS pointed me to take an exit where there was a clear sign if I remember saying BRIDGE TO USA or EXIT TO USA. Since I was following the GPS and I didn't know I was so close to the border, I took the indicated exit because I thought I was going to drive parallel to the border. For my surprise 1 minute later I ended up in a line of cars to cross to USA and I could not see any way to return. When I was approached by a US officer, I explained the situation, I told him we were not carrying our passports because we were not planning to cross any border and that we would like to go back to the road to Niagara. The US officer explained us that it was not possible to drive backwards or simply do an Uturn. He told us that there was no problem with what happen, they have many of these GPS cases everyday and asked us to enter US to simply fill a document just to register the incident but he told us this would never appear in our records and it was just an internal control for them. We did not have our passports with us, but we filled a form and our fingerprints were collected. Everything was very simple and fast as he told us. Until this incident in May/2009 we had never had any problem to enter US, I entered 3 times 1996/Atlanta/Orlando, 1999/Miami, 2007/New York, but since that incident everyone I try to enter US I am sent to an interview with an US Border Officer, I am asked the same questions about the incident above but at the end I am allowed to enter US. Last time happened in 2011, I was going to Orlando/Disney again with my common law partner and we almost missed the flight because we had to wait 90 minutes to be interviewed. Now, everytime we think about going to US on vacation or holiday, I am a little bit concerned about the possibility of being rejected or missing the flight/hotel reservations due to delays in the interview. If there is any additional information I can provide you with, please let me know and I will send you. I also would like to know if in my future ESTA document I should mark/flag that I was already rejected or not to enter US I don't know if the incident I described counts. Below our document numbers: (b)(6) Brazilian Passport: (b)(6)  
Spanish Passport: (b)(6) ESTA: (b)(6) (b)(6) Brazilian Passport: (b)(6) Thanks in advance. (b)(6)

Closed

3/17/2012 12:00 AM

TSA000856

<p>(b)(6)</p>	<p>I arrived in Roanoke, Virginia on December 12 under the visa waiver program which allowed me to stay in the country for 90 days. The State Department told the person I was visiting in the states, and a lawyer told me that I only had to leave North America for one day and then I would be able to return and my 90 days would begin again. So I booked a flight back to Manchester for March 9 and was to return to the states on March 16.. As I passed through passport control in Manchester for my flight back to the US, a conversation ensued when my passport was scanned. I was taken aside by an American Immigration agent who very politely explained to me that I Free ????????</p>	<p>(b)(6) I also feel that despite checking all rules of visa application to check i Closed was not breaking any rules including phoning US embassy while in the states that I have been refused entry regardless. The Land of the Free ????????</p>	<p>3/19/2012 12:00 AM</p>	
	<p>In the past two years I was stopped for three times for special screening by opening my bags at a port of entry in Chicago O'Hare airport. The officer was waiting on boarding bridge to check each passengers passport and I was asked to take elevator with government officers. I asked them if anything was wrong, they told me No. I felt extremely embarrassed by government officers escort to walk through immigration. Even worse, they opened my baggage and screened every item, including electronic devices. Today, it took officers half a hour to check every piece of my personal stuff and told me everything was ok. As I remember, the first time I was stopped in June 2010 was because my daughter 10 years old then left a tiny piece of sausage in her bag and was found. I knew I should take responsibility for my daughters fault and paid \$300 for fine. After that, I never brought anything which was forbidden by law when entered the states. I love this country and I have done nothing wrong. I sincerely request you to help stop this type of screening. It not only embarrassed me but also wasted passengers time because every passenger was asked to open his/her passport for officers check on boarding bridge when walked out of aircraft.</p>	<p>Closed</p>	<p>3/25/2012 12:00 AM</p>	
	<p>I have been picked up by two officer at the gate of JFK upon arrival and have been taken to HLS facility for questioning. My belonging was picked up by another officer and brought to the room, they went through my belonging in details in public area and it was very humiliating and intimidating to be treated in such poor way, however, the same thing was done to me back in December upon my arrival in Atlanta airport. I have been detained for two hours at JFK and the same thing happened back in December at Atlanta airport, they have copied all my personal information and my credit cards, bank account, family letters, and every shred piece of paper in both incidents. They have taken away my cellphone and IPad for an hour! they asked me the purpose of my trip and answered all questions, they went in details about who I met and where I met them and what I eat for dinner and lunch. where I stayed and where I went during my trip and whom I talked to and being in contact with during my trip, they asked me to repeat the same answers more than once!!!</p>	<p>I am a law abiding citizen and have been naturalized since 2002. This Closed is definitely not racial profiling, this is a suspect being interrogated. This is way above being singled out for a random and additional screening, which I completely understand and I am willing to accept for the protection of homeland security!!! The Fact is two officers pick me at the gate every time I travel is not acceptable to me and to my family and I am willing to do whatever it takes to defend myself. As a private citizen taking away my cellphone and IPad is a violation of my privacy? I have asked officers at JFK that I have been questioned with the same things back in December and they have copied all my info the same way!! I do not know what is going on and I need to find out? If there is anything against me please present it to me and let me defend myself other wise, I need my name to be cleared so I do not have to go through airport interrogation methods, harassment, and ill treatment! It is utterly horrifying and stressfull!!! I believe and uphold the US constitutions since I have taken the pledge of allegiance in the US I have cooperated with HLS officers in every way possible and answered every single questions about the past and the present in my life. I have been told most likely my name is similar to names on the watch list of HLS. If this is the case, please let me know what kind of documents required to clear up my name and verify the accuracy of my information. thanks</p>	<p>Closed</p>	<p>3/31/2012 12:00 AM</p>
	<p>My last four visits to the USA have resulted in secondary screening and long delays. On Dec 25,2011 in Houston Airport, and again on Feb. 17 in Toronto Airport, the passport officers sent me for secondary screening. On the second occasion, I was detained so long that I missed my connecting flight to Boston. On March 24, 2012 and again two days later on March 26, 2012, two immigration officers were waiting for me on the chute and escorted me through the airport to secondary screening. A State Department agent eventually questioned me whether I was in contact with any foreign governments I am not and whether I have knowledge of any illegal activities I do not. My address books and personal notes were photocopied, and my cellphone was taken away for downloading before returning.</p>	<p>Closed</p>	<p>4/1/2012 12:00 AM</p>	
	<p>2 times detention in the last twelve months and miss flights I have been detained coming back home two times at the same airport with in last twelve months, March 29, 2012 and Jun 22, 2011 at JFK New York City. I was detained more than four hours each time and both time I missed my flight and I had to stay overnight in New York City and go to different airport to get flight next day to come home. I went through same mortifying process both times, but I will describe little more detail the most recent one on 03/29/2012. March 29, 2012 my travel has started in CHM Columbus, Ohio to visit my family in Cairo Egypt. I went through tree different types of security checks from individual questioner, metaldetector, to stripsearch. I was in transit through JFK New York and I went through same security process all over again in a lot more sadistic way. The real nightmare started on my way back home from Cairo Airport where they took my Passport and started making many calls. After couple of hours in the dark of what was going on finally they gave me back my passport and inform they had to get security clearance for my passport so I can travel to United State. Again I was in transit through Istanbul Turkey and went through the same or even more demeaning security process, but this time it took a lot longer to the point where I had to miss my flight back home and stay one night in Istanbul Turkey. Both the Egyptian and Turkish airport security officials have informed they have to do that because of what is on my passport, travel, or security record in the United States. After those two rough experiences and ten hours flight from Istanbul to New York the biggest surprise and main issue of my complain was waiting me in JFK airport New York. For some reasons that I dont know yet there were around 400 people on the plane both American citizens and foreigners, but I was the only one who was escorted and detained by fully armed officers to my dismay. Two armed CBP officers have escorted from the gate of the plane to the CBP detention area and confiscated everything I was carrying except the two pieces of clothes that I was wearing. Compare to those security officers I have seen in both in Cairo and Istanbul airport CBP officers were more professional and help full when it comes to communicating what was going on process. After confiscating everything I was carrying they searched all my bags and copied all the papers and documents I had with me like Passport, Passport card, Driver license, Credit Cards, and many other papers and documents. They also seize my laptop and smart phone and took to outside facility of where I was detained and called back after three hours in detention asking me the passwords. After almost fours in detention I missed my flight to Columbus, Ohio so, I had stay in New York that night and go to different airport next day with extra security scrutiny. I was never giving any satisfactory answer of why I was detained twice in same airport within last twelve months. I was never told what I need to do to clear my name so I never have go through horrifying travel experience both in home and International. So simply may question is what is needed on my end to clear my name? Thank you (b)(6)</p>	<p>I JUST WANT TO CLEAR MY NAME, SO I CAN TRAVEL WITH OUT BEEN HOLD SOME WHERE IN THE WORLD. SO COULD SOME PLEASE HELP ME WHAT I NEED TO DO ON MY END ? AND WHERE I NEED GO FROM HERE?</p>	<p>Closed</p>	<p>4/4/2012 12:00 AM</p>
	<p>My laptop was detained by CBP officer March 13th at Denver airport. This was the second time in a row I was subjected to additional screening and talking as officer described it. They told me the reason was, because we have had problems with other people with J2 Visa. Is this REALLY a valid reason to detain my personal items, because CBP has problems with someone else ?? DHS gave my laptop back to my wife. After demanding it, they gave her a receipt that shows EIGHT persons have been handling my personal laptop computer and external hard drive. They told at the same time, that all my files were copied and to be reviewed. So far, DHS has told me absolutely nothing about what they will do with my files. I feel it is very unappropriate way of sharing my personal files with 8 different people ! At least they could let me know, what is happening with my files. And when those files will be deleted ?</p>	<p>(b)(6)</p>	<p>Closed</p>	<p>4/5/2012 12:00 AM</p>

TSA000857

(b)(6)	<p>several years of the usual escort by TSA officers from the airplane, going thru my belongings including cell phone and laptop and asking same questions, and receiving same answers...</p> <p>To: Department of Homeland Security April 5, 2012 Copy: My attorney From: (b)(6) Subject: DHS TRAVELER REDRESS I encountered a serious problem at JFK airport upon returning from a business trip to Morocco. It cost me time and money, but most importantly, great embarrassment with my client director of an engineering company who was traveling with me. Can you give me any information that I should be aware of to prevent this from happening again, or at least understand what the situation is? My biggest concern is potential loss of a valuable client and damage to my professional reputation because of being detained by customs security. I had participated as phosphate consultant for a major engineering &amp; construction company at the Phosphates 2012 convention in Morocco. Upon arrival at JFK from Casablanca on RAM200 around 5 PM March 23, I was escorted to Customs Security. They had me bring my small carryon bag with me, but demanded I leave my briefcase outside their facility. I was concerned that my briefcase was unattended without security for an hour or two exposing it to potential theft or mischief. I was not allowed to get my checked bag, so it was also exposed to potential theft or mischief. They had to check with FBI to figure out what to do with me. That took a very long time. Eventually they brought in my checked bag, searched all my bags, viewed photos in my camera, and scrutinized my laptop. When they eventually released me it was too late to make my 7:50 PM flight AA1787 to Tampa. They offered to pay only for flight rebooking fees, but not for overnight costs, flights on any other airline, or my lost time. I spent the night in New York and flew to Tampa the next day. I had been scheduled to arrive in Tampa that evening, but was delayed until the following afternoon. The delay at JFK had cost me over \$1,000 for 14 hours of lost time and expenses in addition to the awkward situation with my client. I had lesser encounters with Customs on arrival from my two previous foreign flights. Upon arriving in Orlando after visiting a clients phosphate fertilizer plant in India on LH464 from FRA arriving MCO 6:20 PM Dec. 22, 2010 the agent scrutinized my luggage extremely thoroughly. He even opened cosmetic bottles and viewed all photos in my camera. He said he would recommend to authorities up the line that I be removed from the list of people to detain. Last November I had made a speech and chaired a session at an international fertilizer convention in Jordan. Upon arrival in Chicago on RJ263, arriving 4:15 PM Nov. 25 from Amman, the agent questioned me and seemed to be very satisfied and even apologetic. After checking my luggage, he sent me on my way. I dont understand why I get searched for contraband when I have never even been accused of such? What law or ruling causes me to be detained? Do you know of any way to stop this problem? Its causing me a lot of grief and potentially loss of valuable clients who need my consulting services and damage to my career. I can honestly say that I am a good person and not a danger to anyone. Its wasting valuable time for Customs agents who need to spend their time keeping everyone safe. It is my pleasure as well as my business to help the phosphate industry nourish crops to feed everyone and prevent massive starvation. Im not expecting any heroes welcome when I come home except from my wife, but the treatment that Ive been getting at Customs is very upsetting.</p> <p>Yours truly:</p> <p>(b)(6) (b)(6) Tel: (b)(6)</p>	<p>can someone PLEASE do something to end this seemingly endless, redundant, frustrating and extremely annoying and humiliating process. thank you.</p> <p>Closed 4/5/2012 12:00 AM</p> <p>Closed 4/5/2012 12:00 AM</p>
	<p>I'm a naturalized US Citizen. In August 2003, I was arrested for online solicitation and was sentenced to 5 years Deferred Adjudication on October 2004. My probation was completed on October 2009. My charges were dropped and there was no conviction. I have travelled out of country ever since. Everytime I enter United States, I'm taken to Secondary Inspection, by bags are hand searched and laptop screened. In 2009, I completed my probation and the Courts and the law of the land, gave me a clean chit and all charges are dropped against me. Yet, everytime, I come back to my country, I'm harrassed and badly treated. Please look into this matter. Thanks.</p>	<p>Closed 4/12/2012 12:00 AM</p>
	<p>On 03/30/2012, my wife and I with my friend and his family his wife and two children aged 4 and 5 wanted to go to and visit Washington DC and New York City. This is my first cross border to USA via land, twice for my wife who has B1/B2 Visa and first time for my friend and his family who has B1/B2 visa too. Around 7pm, we arrived at OgdensburgPrescott USCanada border and my wife was driving the van. We were stopped and asked normal procedure questions. After checking our passports, the officer asked us, starting with my wife, one by one escorted to get into the office. We were asked to sit with one seat apart and after that I was asked to step ahead and was performed a body search by one of the officers. After the body search, I was asked to leave my belongings including but not limited to cellphones, watch, keys, belt without given any information. I was separated and detained in a locked room. I was denied to any access to any communication even to my wife. When I was inside the room, at different times, different officers came over and questioned me several times about my previous US visits, whether if I have different names, finger printing, filling forms, etc. At the same time, my wife and friends were questioned regarding myself. Several hours later, around 2:30am, the supervisor apologized for the delay and asked me to follow him to an office. In the office, they were two officers dressed in civilian clothes. One of them introduced himself and asked me to sit. The supervisor asked me several questions: purpose of the current and previous visit, places of visit and destinations and how long we will be staying in the USA, my profession. The officer dressed in civilian clothes asked me whether I have another name and have been to US recently. And to both questions, my answer was No. About 15 minutes later, the supervisor asked the agent if he has any other questions and his response was, everything check out and he has no further questions. The agent said to me that I should understand that this is a normal procedure and apologized for the delay. The supervisor asked me to go back to the other room and waited there for a couple of minutes. Few minutes later, around 3am, the supervisor came back, apologized for the whole delay and slow response and asked me to join my wife and friends. While waiting, another officer took picture and finger printing of my wife and my friend and his family which from what I understood is a normal process to enter to USA. Around 4:30am, the supervisor came and talked to my wife and friend and gave their passports and told them that their entries to USA were denied and their B1/B2 visa was cancelled under section 221i. It was a shock to them especially to my wife who studied in US from 2000 until 2004 and had been visited US many times via air and land. My passport was returned and the supervisor said he could not deny my entrance since I am a Canadian citizen. He asked my wife and my friend to go to US embassy in Canada to reapply for US visa.</p>	<p>Based on the incident, this is by far the worse experience and the longest time I was held. I believe there is mistaken identity issue and I would like to redress and clear up my name and prevent from similar incident happen again.</p> <p>Closed 4/22/2012 12:00 AM</p>
	<p>I am a citizen from venezuela, I had my tourist visa for the united states issued in caracas venezuela in august 2010 .visa control number (b)(6) Last year I made two trips to usa as a tourist, in june 2011 and november 2011, and in those opportunities I was held in the immigration control point for tourists, in the miami airport,in a room they have , I supposed it was a problem with my fingerprints, because immigration made me put my fingertips in a device made to read fingerprints , and after along wait, they checked my fingerprints , and they let me free to go on with my travel to orlando fl, all this without giving me any explanation. I will be very grateful if I could have a solution to my problem , because I am planning on traveling to orlando fl in may 2012</p>	<p>Closed 4/25/2012 12:00 AM</p>
	<p>I was detained for secondary inspection for five and a half hours at Miami International Airport. I enter the US usually once or twice a Year, and I am always subject to secondary inspection, which usually lasts more than one hour.</p>	<p>I am never told the reasons for my secondary screening, nor why should I wait for so long, in conditions that violate my human rights, since I am not told the reasons, five and a half hours, without being able to use a cell phone, laptop, or any other form of communication or pastime, not being able to eat, or even stand up.</p> <p>Closed 4/29/2012 12:00 AM</p>
	<p>I am a frequent traveler and two thirds of my trips are international trips. About 1 year ago on my trip to Europe, I took an apple from Admiral club but forgot to eat it, so it stayed in my laptop suitcase. Then after a week when I came back, while waiting at the line for entry, a dog sniffed the apple, and the officer marked something on my entry form. Since that time, every time I came back to US, I was sent to another room for additional check/screening, which significantly delayed my arrival process. About 10 days ago, when I was being checked again, I asked the officer why this is happening everytime, he told me it is because there is an A on my form, and the only way to clear this is by filing a complaint.</p>	<p>I have never had any apple or agriculture product since that incident. Could you kindly lift this additional checking on me?</p> <p>Closed 5/2/2012 12:00 AM</p>

TSA000858

<p>(b)(6)</p>	<p>Dear DHS agent, Early this year I filed a trip inquiry because I always was asked to have a secondary inspection when entering the USA. I got redress control number [REDACTED] but nobody removed from your system the instruction to second inspect me every time thus nothing changed, I kept being second inspected every time and I have already lost a connection flight due to this.</p>	<p>Please help me to remove the instruction to second inspect me every time I got to the USA, as I stated in my first inquiry: I am a lawful person with no criminal records in Mexico nor in the USA, this is a complete misunderstanding which is affecting me the most since I am the head of an america software company named Progress Software based in Bedford MA and I have to travel a lot to the US because of business reasons please feel free to check on this with my employers and also for pleasure reasons since I am a Disney Vacation Club member and also like to travel to some US cities to buy electronics and cloths, etc. Please correct this misunderstanding I am not a person to be inspected every time, I have never made anything bad and never will do it, it should be a first name and/or last name confusion, please check whatever you need to verify this. Thank you very much in advance; hopefully this time you will indeed make all corresponding corrections in your system the system that all immigration agents see at their immigration booths in the airports. Sincerely [REDACTED] (b)(6)</p>	<p>Closed 5/4/2012 12:00 AM</p>
<p>I am a green card holder Alien registration # [REDACTED] (b)(6) Several years ago when the cameras and finger print readers were installed at the Chicago airport my resident alien record ended up having my wife's finger prints in it instead of mine. My wife is an American citizen. Since then, every time I come through customs my fingerprints obviously don't match the ones on my record and I have to go into the office for further screening.</p>	<p>I have talked to customs officials regarding this issue and just on 4/29/12 a very nice lady at the Atlanta office referred me to this website. Hopefully, you can help me. Thank you!</p>	<p>Closed 5/6/2012 12:00 AM</p>	
<p>I was traveling with my daughter 6 yrs to visit my father and family in Dearborn MI. upon my arrival to Houston, TX I was asked by TSA agents to go for additional screening in the office. I mentioned I had a connecting flight. The officers took my personal details, addresses, work details and other information. The officers then asked to search my phone and laptop, which I had no objection. I provided the passwords for the laptop and phone. The officers informed me this may take long time, so agents went and picked up my luggage, then searched them, and found nothing of interest. The process took more than three hours. We missed our connecting flight to Detroit, MI. We were later told we can go. My daughter and I had to pay for hotel, and missed she was traumatized by the whole process. This is the 3rd time I am stopped upon entry to the USA. Previously I was stopped when entering LAX airport.</p>	<p>I feel we are subjected to additional screening upon discriminatory basis since my name and place of birth are not standard names.</p>	<p>Closed 5/9/2012 12:00 AM</p>	
<p>I am continually detained when going through customs in the US. Interestingly if I go through customs from Dublin, Ireland where I travel regularly, I am not detained. I am rather asked by the US Customs Agent to verify the last four digits of my social security number. Once I do this, I am cleared to enter the US upon landing in New York or Newark depending on my flight itinerary. Conversely, if my work schedule prohibits me from departing Dublin in the mornings, upon going through customs in the US, I am told that I have to be cleared by another level supervisor and am taken to the detaining area, I am required to leave my personal carry on bag in an unsecured location with my client's laptop and corporate information. Moreover, this process of detaining me has happened at least four times in the past six months and I am clearly not the individual the customs agents for whom they allege they are searching. I find this process treatment of me unacceptable and illegal. It constitutes harassment!</p>	<p>If I continue to be detained in the manner that I have which started in November 2011; I will pursue legal action.</p>	<p>Closed 5/10/2012 12:00 AM</p>	
<p>Every flight I take I am subjected to SSSS search. All my employee pass and I am stuck and humiliated, EVERY TIME! When flying from overseas, this last flight I was even questioned by an agent in London before boarding my flight. He asked very personal questions that I felt inappropriate so he informed me that 'they will be waiting for me when I land!' I had a horrible flight coming home because of that! Here I got secondary screening with the same stupid questions that I have been asked so many times before! Last time my electronic devices were confiscated for several days violating my civil rights as an American citizen. It took back 29 years ago when I left Syria protecting us! I can't be focused on creating jobs and helping our ailing economy while my own government is harassing me for reasons I don't even know! God protect our country from all those who intend us harm.</p>	<p>I hope this can be resolved asap as I would have to take legal actions to defend our freedom don't violate our freedom in the name of Syria protecting us! I can't be focused on creating jobs and helping our ailing economy while my own government is harassing me for reasons I don't even know! God protect our country from all those who intend us harm.</p>	<p>Closed 5/11/2012 12:00 AM</p>	
<p>when clearing immigration I was selected for a second inspection, since the computer was unable to detect my finger prints.</p>	<p>I have been entering the US for the past 50 years without problems, but in my last two trips I have lost my connecting flights due to delays in immigration, since my finger prints are so faint to be detected by the screening device. This has been solved by sending me to a second inspection with severe delays.</p>	<p>Closed 5/15/2012 12:00 AM</p>	
<p>I am very disappointed. I have written you many times . I am still singled out 100 percent of the time for Secondary screening, search, questioning, all computer, cameras, cell phone searched This is terrible. I have never brought anything into this country not allowed. I was detained again 2 hours. Please remove my name from the 100 percent secondary search</p>		<p>Closed 5/17/2012 12:00 AM</p>	

TSA000859

(b)(6)

In late 2007 I had recently joined National Interlock Service Canada. After my employment probation period, I was set to receive additional training for Interlock Installation and Monitoring for the DUI Programs in Maryland. Due to the higher priced airline tickets in Toronto, I was asked if I could fly out of Buffalo for a lower cost; I agreed to this. While crossing the border I explained to the border patrol officer that I will be traveling to Millersville Maryland for training. The Patrol Officer proceeded to ask my about my occupation and I advised him at the time I was employed in computer tech support. Upon mentioning my occupation, the patrol officer had asked if I had documentation relating to my occupation; I did not. I questioned the patrol officer why I needed this documentation and was simply told I needed it; I believe at this point there may have been a misunderstanding that I was going to Millersville Maryland to train, instead of receiving training from the Millersville location. At the conclusion of this conversation, the Patrol Officer sent me to secondary inspection. I explained to the Patrol Officer that I am traveling to Millersville Maryland for training. I explained that I work for National Interlock Service Canada and was simply traveling to Millersville to be trained on the Installation and Monitoring of Interlock devices for clients on the DUI program. When speaking to the second Patrol Officer, he constantly asked me if I was going to Millersville to work and if I would be receiving any monetary compensation for traveling to Millersville; my answer was no. At this point I felt as if the first Patrol Officer had indicated to the second patrol officer that I was going to Millersville to train instead of being trained. The second Patrol Officer advised me for him to allow me to go through the border check I would need to provide documentation of my employment with National Interlock Service Canada through a recent pay stub or my most recent T1 Canadian Tax Form. Unfortunately I do not carry this information with me at all times and thus was unable to provide this information. I had asked the second Patrol Officer if I could have a family member fax this information to the office since I was 2 hours away from home and my flight was leaving shortly; I was told that it would not be acceptable. The second Patrol Officer reviewed my statement and all relevant information to this case and was advised without the pay stubs, T1 Canadian Tax Form, or some form of Canadian Employment Record physically on hand, that I would be denied entry. During the conclusion of my conversation with the second Patrol Officer, I asked if this would hinder me from entering the United States of America again and I was advised it would not but to be safe to always bring my most recent pay stubs and/or T1 Canadian Tax Form to have proof of employment in Canada. The patrol officer was very courteous and respectful during this misunderstanding. Since this incident I have never been denied entry into the United States of America. Unfortunately I am constantly subject to secondary inspection. In addition to my pay stubs and T1 Canadian Tax form I am subject to bringing a letter from Cors & Bassett Attorney at Law Inc indicating my Canadian Employment and clearly stating I am not receiving any payment from any entity in the United States of America. Going through secondary inspection has caused me to miss one flight; I would like this to not happen again under these circumstances if possible. Based on my conversation with various Border Patrol Officers I have met through secondary inspection, most feel that I do not need to enter secondary inspection, but have always been told that I should expect this forever due to a flag in my record. I once had an experience when entering the Buffalo border inspection, I was asked to exit my car with my hands raised. I noticed a Border Patrol Officer approach me with a weapon drawn and immediately felt embarrassed, threatened, and scared. After being in secondary inspection for 12 hours I was allowed to carry on with my travels; I would like this experience to never happen again as well. Finally during my last visit to the United States of America in April 2012, the initial Border Patrol Officer and the Border Patrol Officer in secondary inspection explained to me that I should apply for a Redress through DHS Trip on CBP.Gov. I would like to travel to the United States of America without constantly having to go through secondary inspection once again, thank You.

Closed

5/23/2012 12:00 AM

Incident 1 On flight number 40 dates 09 June on jet blue from Tampa to JFK New York my laptop keypad was broken after the secondary security check; I lost time to use it and lost money to fix it. Incident 2 On flight number SV 24 on Saudia Airlines from JFK to Riyadh on Saudi Arabia.you did the secondary security check as my boarding pass and my bag was marked SSSS everywhere, during the flight boarding I face very bad treatment by the Airline staff then I discover by myself that the STA officer forgot to clear my boarding pass stamp it also my bag lost with its SSSS mark.

As I lose repeatedly on secondary security screening, please tell me my mistake to correct it or clear me from the selected list permanently

Closed

6/11/2012 12:00 AM

This has been the ordeal since 2007 on my trip back from India if I recall correctly. Now my entire family including my new wed wife is escorted off the air plane every time we come back from overseas and have SSSS printed on the boarding passes. We have to endure pat downs even though we are asked to walk through a fullbody scanner. We all feel very humiliated and makes our travel very burdensome.My family and I have nothing to hide. We are law abiding US citizens. I understand the need of security and the possibility of mix up in names. I appreciate your assistance in this regard.Please let me now how I can be of assistance in clearing our name. I was greeted by 2 agents at the door of the plane on arrival and escorted till baggage claim. I was questioned for 25 minutes while my bags were searched upon which I was released.

I totally understand that in the climate we live in, there needs to be extra security at our country's borders. However, I have been vetted by HS officers for hours already and there is obviously nothing in my record that I know of that would suggest I have ever intended harm to my country or to my fellow citizens. Once after a lengthy interview, the officers interviewing me confessed that America needed more Muslim leaders and imams like myself. However, they took my cellphone right after and downloaded all my contacts and messages. I really felt very hurt at how I was being treated. Most recently, the my keys sounded off an explosive alarm. After much unrest and missing my flight, they realized that it was residue from my lotion that caused the alarm.Travelling by air and especially international now causes me much anxiety and worry. So I would like someone to review my file and let me know if there is any area of concern that I can address.

Closed

6/12/2012 12:00 AM

For the second time in as many entries via an International airport, I was held for secondary screening. While I do not dispute the confiscation of the Thai pillow I was trying to bring through I was unaware of the straw issue, I do have serious concerns about the new, now recurring, need to check my laptop for material related to an offense I committed 15 years ago. I respect your diligence in this matter and, after years of therapy and growth, I too seek to stop the problem. However, the agent searching my bags and laptop said that I face a lifetime of secondary searches because of this offense. This is in spite of my completed sentence and probation, in spite of future no repeat offenses, and in spite of the clean lab check performed by CBP on November 30, 2011.

While I was alone this time, I do not wish to go through a U.S. airport in the future with my wife and be subjected to the same line of questions. It will upset her. Is there anything that can be done in the future?

Closed

6/14/2012 12:00 AM

I was detained in a room for 2 hours at Houston, with no explanation why. I eventually had passport stamped and told it was something to do with my fingerprints. I had a similar experience at San Francisco airport on October 28th 2006, with no explanation what the problem was with my fingerprint scans. I had no intervening trips to the US between 2006 and this year, so the past two visits resulted in a secondary inspection caused by an issue with fingerprint scans. I think important to state that an earlier visit to the US to Washington DC May 31st 2005 was the first time I provided a fingerprint scan, and there were no issues. However, could it be I inadvertently presented wrong finger not index? to the device, and that's why there was subsequent mismatch for my next visits in 2006 and 2012 ? Since the Houston visit April/May 2012 resulted in ALL my fingers being scanned, is it not possible for all previous scans to be correlated and proven to come from one person i.e. me ?

I would be very grateful for this issue to be resolved as I am expected to travel more frequently to the US with my company British telecom in coming months. There is obviously a problem with how my fingerprints have been scanned in the past, and the fact that I was ultimately admitted into US on both occasions would suggest no fundamental problem with me travelling. But being detained for 2hours in a small room after 1012hour flight while work colleagues are waiting for me in departure lounge, is not a great start to a business trip to the US.

At present use ATA Carnet for all equipment traveling internationally with me. On the last reentry CBP in Salt Lake City suggested to apply for redress and remove myself from the watchlist.

Closed

6/16/2012 12:00 AM

Have had number of detainings be CBP starting March 2012. On one occasion had controlled items with me on a trip to Ottawa Canada. Was met by CBP personnel to Canada and on the return. Was detained trying to board a flight to Russia on June 5, 2012. CBP wanted to detain my phone and laptop.

Closed

6/17/2012 12:00 AM

I WAS RETURNING BACK FROM EGYPT AND CUSTOM STOPPED ME. THEY HOLD ME FOR MORE THAN THREE HOURS. THEY TOOK MY CELL PHONES, LAPTOP, WALLET, PASSPORTS US AND EGYPTIAN, AND MY CREDIT CARD. THEY TOOK MY CREDIT CARD IN A ROOM FAR FROM ME. I WANT TO KNOW WHY I WAS STOPPED.

Closed

6/18/2012 12:00 AM

TSA000860

<p>(b)(6)</p>	<p>Good morning. My name is [REDACTED] (b)(6) I am a US licensed physician with a current DEA license. During the past 12 years I have been traveling back and forth to the needy, impoverished nation of Niger in West Africa, to help at Galmi Hospital, a large Christian charity hospital run by SIM Serving in Mission. Most recently my family and I have been serving at this mission hospital in Niger from August 2011 until our return to Seattle on June 14, 2012. When we left the country in August 2011, we brought with us some medications that were needed by the hospital. Among these medications was one controlled substance, specifically, hydrocodone/APAP. We applied for and obtained official DEA authorization to export 3000 tablets of this medication to this hospital in Niger. We also applied for and obtained official permission from the government of Niger to import this medication. The medication has been dispensed under the control of a licensed pharmacist for patients with severe pain. Upon our return to the US through the port of Seattle on June 14, 2012, our bags were searched in SeaTac customs and no concerns were expressed by US Customs agents. I assume this search was to ensure we did not return with any of the hydrocodone, which was one of the conditions which we agreed to at the time of the exportation. On June 20, 2012, we drove from Seattle to Vernon, British Columbia, to visit family. Upon our reentry into the US on June 26, 2012 at the Aldergrove Border Crossing, we were detained and our entire van was searched. In my opinion, the search at the SeaTac airport on 14 June 2012 was reasonable, as it was our first reentry into the country following our work in Niger. This search at SeaTac was quick, efficient, and respectful. I have no complaints about it. However, this second search and extended delay on 26 June 2012 at the Aldergrove Canadian border crossing seems excessive and unwarranted. All of the belongings of myself, my wife, and my three children were gone through resulting in a significant setback in our travel plans. I am writing to you to request an explanation of why there was a concern for us reentering the US on June 26th when no concern was expressed by border control agents on June 20th. What is the nature of this flag on my record? Is my family going to be subject to heightened scrutiny each time we reenter the United States from this time forth? If the concerns are related to our exportation of hydrocodone in August 2011, it should be known that this was done completely legally and openly with written approval of both US and Nigerian drug enforcement authorities. These medications were used legitimately for patient care in accordance with sound medical principles and under the direction of the licensed physicians and pharmacist at SIM Galmi Hospital. Thank you for your understanding and attention to this matter. Respectfully, (b)(6)</p>	<p>Closed 7/1/2012 12:00 AM</p>
	<p>In Feb, went across to Tijuana for lunch and got increased security and questioning upon return. Went to Philippines for 3 months MarMay 2012 and when returning got increased security and bag search. Then in June when to Mexico City for 5 days and upon return again increased security and bag search.</p>	<p>I have a FDA registered device company with world wide distribution and need to travel frequently. I am an ex Army Captain and decorated Vietnam Veteran and was awarded the Bronz Star for my service there. I'm tired of being treated like a criminal when returning to my country.</p> <p>I would like to know the reason for these secondary inspections. I am concerned that my identity may have been stolen or that someone of the same name has committed a crime and I am being confused with that person. I would like to know what can be done to clear up this confusion. I enjoy traveling occassionaly to the US with my husband and also like to go across with my sisters or friends to shop for groceries and get gas. Next weekend I was planning to join my sister in Lynden to camp with her family and in August my husband and I will be holidaying in Oriville with friends. I am very concerned about having more problems at the border and would like to clear this up. Please let me know what my next step is.</p>
	<p>My son and I arrived at the airport approx 4:30am for our 6:15 flight to Chicago where we would transfer to a Scandinavian flight to Stockholm, final destination Oslo to visit family. We checked in, got our boarding passes, went through security and approached the customs officer who looked at our passports and directed us to a separate room for secondary inspection where officers questioned us and went through our cell phones, iPad and laptop and our luggage. The focus appeared to be on me. We were held up for 45 minutes and had to run to catch our flight. The plane had already boarded and we were the last passengers to board. This was a huge inconvenience and we missed the opportunity to visit the business lounge which my son had been looking forward to for weeks. This was the 3rd time in 7 months the I have been stopped, sent to secondary inspection. The first time i was stopped with my husband we were driving through the Peace Arch crossing on October 22, 2011 to attend a memorial in Bellingham of 2 close friends who were killed in the Reno Air Races disaster. We were held up for almost one hour at the border while customs officers asked questions and searched our car and cell phones. We missed most of the memorial. I was devastated. The 2nd time I was held up at the border was at the Sumas crossing was in December 2011. My sister (b)(6) who lives in Abbotsford, and I went across to do some grocery shopping. Again, we were held up for almost an hour while officers questioned us, searched my car and both of our cellphones. In 7 months I have been detained 3 times, every time I have entered the US. Obviously these were not random checks.</p>	<p>Closed 7/3/2012 12:00 AM</p>
	<p>In Feb, went across to Tijuana for lunch and got increased security and questioning upon return. Went to Philippines for 3 months MarMay 2012 and when returning got increased security and bag search. Then in June when to Mexico City for 5 days and upon return again increased security and bag search.</p>	<p>I have a FDA registered device company with world wide distribution and need to travel frequently. I am an ex Army Captain and decorated Vietnam Veteran and was awarded the Bronz Star for my service there. I'm tired of being treated like a criminal when returning to my country.</p>
	<p>was traveling from Nassau, The Bahamas to Tampa, FL with a stop at Miami, FL. I was traveling for business purposes, the company I was working had a project to start soon in the Bahamas and I was assigned there. I went to The Bahamas for a site visit and meetings regarding this project. I flew from Nassau to Miami and ave to change plane in Miami and go thru security to get to my gate. When I was in line a security officer was looking at me all the time until I got to do the screening. The way he was looking at me when I was in line makes me very nervous and very uncomfortable, it was a very intense look and to a point he was looking at me like mad, I was very nervous because I did not know why I was looking at me like that. After the screening I was pull out for more questions. The officer call a female officer to check my carry on bag and my personal effects. The male officer was asking me questions of why I was in the US, mt purposes of my traveling. He was checking my passport, I just renew my passport it did not have any stamps until this trip. He ask me where I am from and I told them I was from Puerto Rico but I live in Tampa Florida area. He asked my name and I told him my name. (b)(6) Then he mention that he did not know how a middle eastern person has Latin name. I told him because I am not middle eastern I am Hispanic. While all this questioning was going on the female officer was going thru all personal effects including my wallet. The look thru my computer bag and my work related documents. She took every single paper, card, money from my wallet. She was telling him that everything is in order. The male officer continue with his questions he ask me what kind of work I do, where I study, if I am college graduate. All this time I answer the questions in a polite and calm way. I got a little aggravated and angry when he start asking how many times I travel to the middle eastern, I said never been in that area the farther place I had been it was Greece. He ask me if I have explosive training and I had the training when I was in the middle eastern. I told him I never had a explosive training and never been in the middle east. After all this questions I was a little upset and mad. He ask a couple of more questions but I was upset to a point that I told him to check my previous passport, I had a copy of my passport in my bag. I also had a copy of my Birth Certificate, I told him to confirm this to see that I was born in Puerto Rico and not in other place as he suggest. He told to take it easy since it was routine questioning and I told him that you are treating me as I did something bad and wrong, and you haven't found anything wrong with me and my personal effects. I ask him why all the questions to me and he reply that I look suspicious, I told him I was uncomfortable the way he was looking at me at the line, I had the feeling that something was wrong because on the way he was looking at me. At that point I open my laptop computer and I ask him if you don't believe what I was doing out of the country and what I do for living to turn my computer on. He said it is not necessary and I turn on the computer and show him that computer belongs to the construction company that I work and the emails in my computer are work related. The female office told him that she did not find anythings and everything is fine. After that he told me everything is OK and thanks and I can leave. I also show him my original SS Card that I had with me and he told me it was OK not necessary to see it. I pack all my things and left.</p>	<p>After that incident I felt violated in the way the questioning it was going. I was stop before in screenings at the airport but it was the firsts time that I had a intense questioning like that. I was feeling more angry after the incident just thinking about it. It make me feel like I was accuse of been a terrorist because of the way that I look. I did not carry anything suspicious, just a laptop carry on bag and my cloth it was shorts tennis shoes and a polo shirt, nothing strange. I had incidents before that check my bags and ask a few questions but not like this. I had other incidents that I have been hold because need to check my name. I also hold flights because the need to do extra check in my personal bags and information. I had been hold at immigration to check my identity. I travel frequent because of my work and it make it a little difficult to be screen all the time because the way I look, sound or my name. Regards, (b)(6)</p> <p>Closed 7/9/2012 12:00 AM</p>
	<p>have been flagged 34 times while boarding with SSSS. On my trip back from Pakistan I was stopped and questioned at Qatar airport by US immigration authorities, and then at Houston was detained for special screening by CBP. My personal data from laptop and cellphone were copied, and all my credit cards, health insurance cards, ravel documents, and pretty much every paper in my laptop bag was copied.</p>	<p>I would like to know reasons for this as someone at airport said that I must be in some federal watch list. I would like to know what is the process to get me removed from the list if indeed that is the case I would also want to know when my private data would be destroyed by the government. Would be happy discuss this situation over email / phone or in person and provide any documents that you need to resolve this amicably, as I feel that the whole issue is a mistake as I am a law abiding citizen working at a leadership position in a global multinational company, and have no other financial or personal activities.</p> <p>Closed 7/9/2012 12:00 AM</p>

TSA000861

(b)(6)

On the date mentioned above, I attempted to travel into the USA through the Queenstown Lewiston Bridge and was harassed by a customs officer for the duration of 3 hours. The customs officer did his routine checks of going through my car, cell phone, tablet and personal belongings, which I understand can be random and standard routine. However, the officer started accusing me of lying by stating "I'm full of fucking shit, why did I see information about rent checks and lease agreements on your blackberry?" I explained to the officer that I have a rental property and rent to students close to my place of employment, York University. I also mentioned the students who I rent to would commence the lease in May when the summer semester started. For one reason or another. The officer refused to believe me. He also accused me of having a one way ticket as he said " I saw a one way ticket on your blackberry, I'm full of shit". I explained, I always fly out of the Buffalo Niagara Airport as Pearson International Airport in Toronto is too expensive. I continued by asking him to allow me to go back to my car and show him that he was wrong and I do have a two way ticket. He did not allow me to do this and continued to interrogate me in an unprofessional manner by yelling and detaining me for approximately 3 hours. I repeatedly asked the officer for the reason I am being treated like a criminal, I also asked him for the reason I am being held for such a long duration of time if my records were squeaky clean and nothing was found in my car. He continued to yell at me by asking me the same questions over and over again periodically within the 3 hour span. I was later asked to have my fingerprinting electronically scanned along with my retina. He stated the reason for this "was to check the Homeland Security database if I have a criminal record or historical issues in the USA". I later researched the true reason and realized that was a lie! At the conclusion of this horrific experience the officer CBP officer was well aware that he caused me to miss my flight, lose my hotel reservation and lose the rental car that I had booked. I did not have trip insurance and booked everything through various discount travel websites. While standing in the office in front of other people he asked me to take my jacket off and empty my pockets. I was humiliated, embarrassed and very uncomfortable with how I was treated. I was also revoked entry into the USA after the officer found an unpaid speeding ticket in my pocket close to the 3rd hour of being detained. I explained to the officer that the payment was mailed off and asked him to call for confirmation but he refused to do so and that gave the officer ammunition to refuse my entry into the USA for that day. I must say the other officers who I dealt with that day were professional and courteous and definitely did there job. On the 26th of April, I attempted to cross the border once again and was held for further inspection. As soon as I drove up to the customs officer, my passport was scanned and I was asked to get out of my car without any questions. To my surprise the same officer was inside and stated "remember me, I see your trying to cross yet again, you obviously don't learn, go have a seat you will be here for a while". This time around I was held only for an hour, however a different officer dealt with me and was very professional with me. Once my car was searched, he asked me a few more questions, asked me to fill out a declaration form, which I found strange for crossing the border via car and did not notice anyone else filling one out. I did overhear him saying to the problematic officer "I checked him out, he is fine and I have no reason to hold him longer". I was then released. I have crossed the border by air or ground on a number of occasions since April 4th, 2012 and each time I was pulled to the side and questioned as soon as my passport was scanned. This is obviously not "a random check" anymore, it seems as though whatever comments were made has put me on a watch list of some sort which guarantees I will be searched each time I enter the USA. I understand if I was a criminal of some sort, but to be treated like a criminal all because of the hard time I was given by one CBP officer is not fair.

I am seeking an explanation as to why I am discriminated against each time I cross into the USA, I would like to see what comments were made by the CBP officer on April 4th, 2012. I am confident that this officer made negative comments on my passport because one of the CBP officers asked me a question that lead me to believe that I was portrayed as some sort of a hot head who gave him a hard time. My passport will show that of all the times I have traveled and entered into any country side have never had an issue with keeping calm and being professional. I have been a manager at York University for 8 years where I have managed 65 employees daily and I'm sure my employer and staff can vouch that whatever comments made by the

Closed

7/21/2012 12:00 AM

While I was driving back from a one week trip to Canada, I entered United States through Border crossing at Sarnia, Michigan; on 30th of June 2012. When I presented my documents ie my Indian passport with valid H-1b visa and my EAD card to the CBP officer, initially I was told that computers were not working and I will have to come to their office inside. I was travelling with my wife (b)(6) who is also an Indian citizen and has valid H4 visa and EAD card, and our two children (b)(6) aged 9 years and (b)(6) aged 7 years who are united states citizen and we had their passports with us. Our car keys, cell phones were taken and asked to sit in a small room and asked questions about my job and residence in USA. I told the officer I am a Physician/MD working in Tennessee. After about one hour, then we were given a lengthy questionnaire to fill for each of us, which we did. Then we waited for another two hours, and then a person came who informed us that he is the supervisor, and said many different things to us ranging from questions about my true identity to that visas were expired, to that EAD cards have not been processed in right manner. After one more hour (now a total of four hours have passed sitting in that room) they said that our case has been referred to another "agency" and that only after getting clearance, will we be allowed to enter USA. We were asked to give passwords to our cellphones and Ipads, and our e-mails and facebook accounts were checked. When after 4 1/2 hours I asked how long it's going to take, the officer got very upset and asked me to come to another room and separated me from my family and handcuffed me and said that he will search me, which I said is fine and after doing his detailed search for 5-10 minutes he took off my handcuffs and brought me back to be with family. Then officer again came back, and asked me to give my social security number. Then finally, after 5 hours in that room from 5:00pm to 10:00pm, were we allowed to reenter United States. We were quite shaken and disturbed by the whole experience, especially as we are law abiding and tax paying residents, with no criminal records; and had multiple FBI clearances prior to getting my medical licenses for Louisiana and Tennessee. I had a valid stamped visa, valid I-94 form and valid EAD cards and still had to spend so much time at the crossing which of course pushed all our travel plans out of the window.

I will be more then happy to provide any demographic or any other information, so that this does not happen again with me or my wife or my children.

Closed

7/23/2012 12:00 AM

On April 2, 2012 I attempted to enter the United States at Chicago-O'Hare Airport (Chicago, IL) on a valid F-1 visa (b)(6). My file number is (b)(6). The Event Number was (b)(6). When I arrived at O-Hare, I had a valid Employment Authorization Document (receipt LIN290177341) based on Optional Practical Training (OPT), and an employment letter from my OPT employer, CyberThink Inc. I was taken to secondary inspection, and a CBP Officer opened up my laptop computer and looked through document files in my laptop and found several resumes. He asked me many questions and took my statement. I explained that I had graduated from California State University, Los Angeles with a Master of Science in Information Systems in 2010, and applied for Optional Practical Training (OPT). My first OPT employer was Oneness Enterprise, where I was a Business Analyst, which is an IT position related to my degree field. In September 2011 I applied for job with CyberThink Inc. When I applied for the CyberThink job, my resume showed that I had almost 3 years of software experience, which was true. I was hired on October 17, 2011 by CyberThink as a Business Analyst, also related to my degree field. At that time, CyberThink had a consulting agreement with two other companies, Jupiter Consulting, and Accenture. CyberThink wanted me to provide services to its clients Jupiter and Accenture on a project in accordance with the consulting agreement, and the CyberThink recruiter told me that I had the technical abilities but I needed to present more experience on my resume or else the clients would not accept me. Therefore when interviewing with Jupiter and Accenture I presented a resume that showed I had 5 years of experience (which I did not have) instead of 3 years. The end-clients accepted me as the consultant and I then began performing IT services for them on behalf of CyberThink. The resume I presented to the end-clients did contain false information. The CBP Officer then said that I was inadmissible to the United States pursuant to Section 212(a)(6)(C)(i) of the INA for misrepresentation and fraud, and denied me entry into the USA. He had me withdraw my application for admission, and then cancelled my F-1 visa by stamping Application for Admission Withdrawn on the visa and in my passport.

I should not be subject to INA 212(a)(6)(C)(i) because I never made a misrepresentation to a U.S. immigration official. I had a valid EAD issued in 2008 for me to study at California State University, Los Angeles, and I graduated. I had a valid EAD to work for my OPT employer who was registered with E-Verify. I had presented the fake resume to the end-clients of my OPT employer, so that I could provide services for those end-clients, as my employer had a consulting arrangement for a project with those end-clients. I never presented the resume to an immigration official for a benefit. I also believe there may be some misunderstanding with some of the Officer questions and my answers. The Officer asked if the resume I presented to CyberThink when I applied for the job was true and complete, and I said yes. I had used my true legitimate resume to apply for the CyberThink job and was hired based on my actual experience. CyberThink was my OPT STEM employer as indicated on my Form I-20. The Officer then asked about CyberThink end-clients, and asked if I would have my current job if I did not use a fake resume. I said no, and I meant that I would not be providing services for Jupiter or Accenture if I did not use the fake resume. I would still have my CyberThink job without the fake resume. I was an employee of CyberThink at all times during the OPT STEM period. I was supervised by CyberThink and I was paid my wages by CyberThink. I did not sign an employment agreement with Jupiter or Accenture. Neither Jupiter nor Accenture was ever my employer, just the end-client. At O-Hare Airport, I was re-entering the USA on a valid F-1 visa to resume my employment with CyberThink. I had an employment letter from CyberThink to confirm my ongoing employment with the company since October 17, 2011. I request that the section 212(a)(6)(C)(i) finding be removed from my immigration record.

Closed

7/31/2012 12:00 AM

TSA000862

(b)(6)

Complainant, (b)(6) is a 30 year old businessman from Cerritos, California. (b) immigrated to the United States from Palestine to be an entrepreneur. (b) currently works as a private investigator while exploring business opportunities. Complainant was in Boston in 2009 due to a flight layover. While in Boston, the complainant toured the city with his carry-on baggage in hand. During the complainants visit of the site of a historical monument, a worker asked complainant if he would like to leave his bag in the care of the museum workers. When complainant returned for the bag, the FBI had seized and placed all of complainants belongings across tables. FBI questioned complainant for a couple of hours and scanned and shipped his laptop to the FBI office in Long Beach. Complainant has experienced difficulties flying internationally and even domestically since this incident. Complainants flight tickets read SSSS as a result of this incident. Complainant attempted to visit the Palestinian territories in October 2010 but was denied entrance by Israel. Upon return to the United States, the DHS questioned the complainant at LAX because they thought complainant was the owner of his brothers store. Complainants brother was arrested for possession and selling counterfeit merchandise in April, 2010. During the April arrest of complainants brother, complainant verbally protested the handcuffing of his mother and was subsequently thrown to the floor, kicked, handcuffed, and thrown in a police car. An officer told the complainants brother that complainant was no good and involved in a criminal enterprise. The LAX DHS searched through complainants computer, phones, and other belongings for approximately 5 to 6 hours. The complainant suffers from anxiety and was stressed throughout the search process. Complainant also traveled to Jordan in June 2011. Again, Israel would not let him enter the Palestinian territories. Upon his return to New York, at JFK airport, complainant was approached by 2 officers that were checking I.D.s. The officers escorted him and a Somali man away to be searched whereupon the complainant was held for approximately 4-5 hours. The officers checked complainants computer and other belongings. Complainant also traveled to Mexico for half a day in September of 2011 to pick up anxiety medications because he did not have insurance. Complainants passport was checked upon his reentry to the United States at the Tijuana border crossing and complainant was subsequently handcuffed and taken to a room where he was questioned for approximately 5-6 hours. Officers asked questions like why were you in Mexico and what business did you have there? Complainant seeks clarification and a resolution to his traveling difficulties. Restrictions on the complainant travels have affected his employment abilities. Complainant believes he is unable to obtain a security patrol state license because of his inclusion on the terrorist watch list despite working in the security industry for over 7 years. Complainant is stressed that he may miss his sisters wedding in Palestine because of the aforementioned issues. Finally, complainant is engaged and can not visit his fiance unless his issues are resolved.

Closed

8/1/2012 12:00 AM

My name is: (b)(6) DOB: (b)(6) Cell: (b)(6) This is a summary of what I am facing: 1) Since 2003, I have SSSS every time I fly nationally and internationally. I have to get security clearance every time. 2) Every time I come back to US from overseas, People wait for me at the airplane gate and questioned me regarding my trip. They search every thing I have , in addition to taking my phone, cameras and downloading them. 3) Every time I do wire transfer, they give me and the recipient hard time and delay it for weeks. 4) 2 months ago I got my first speeding ticket in 6 years, I heard the officer's Radio saying: Terrorist watch list, 6ft2inches, Blue eyes, brown hair!!! 5) Every time I visit Egypt, Jordan, Saudi Arabia, they request extra clearance procedures and they say that US told them to do so, because I am a security threat to them. 6) When I visited Egypt on Jan 2011 before the thawra, they told me that even my kids are on the watch list. 7) I met with FBI agents only twice in my life (July 2007, and May 2012). The first meeting (2007) was upon their request to ask me about my relation to 2 informants (b)(6) and (b)(6) I went willingly and answered all questions. The second meeting(2012) I went as a request from (b)(6) who told me that they will take my name out after the meeting, which did not happen, but even worsened the case. (b)(6) told me that they put this pressure to work for them. 8) Last disaster happened to me when Taibah University in Saudi Arabia sent me employment visa to the Saudi counsel ate in Washington DC. The counsel late informed me that my visa was rejected. (b)(6) informed me that happened because US sent my name to the whole world as a security threat!!! 9) (b)(6) advised me NOT to Travel, because I am at high risk. HELP PLEASE. Regards (b)(6)

My name is: (b)(6) DOB: (b)(6) Cell: (b)(6) This is a summary of what I am facing: 1) Since 2003, I have SSSS every time I fly nationally and internationally. I have to get security clearance every time. 2) Every time I come back to US from overseas, People wait for me at the airplane gate and questioned me regarding my trip. They search every thing I have , in addition to taking my phone, cameras and downloading them. 3) Every time I do wire transfer, they give me and the recipient hard time and delay it for weeks. 4) 2 months ago I got my first speeding ticket in 6 years, I heard the officer's Radio saying: Terrorist watch list, 6ft2inches, Blue eyes, brown hair!!! 5) Every time I visit Egypt, Jordan, Saudi Arabia, they request extra clearance procedures and they say that US told them to do so, because I am a security threat to them. 6) When I visited Egypt on Jan 2011 before the thawra, they told me that even my kids are on the watch list. 7) I met with FBI agents only twice in my life (July 2007, and May 2012). The first meeting (2007) was upon their request to ask me about my relation to 2 informants (b)(6) and (b)(6) I went willingly and answered all questions. The second meeting(2012) I went as a request from (b)(6) who told me that they will take my name out after the meeting, which did not happen, but even worsened the case. (b)(6) told me that they put this pressure to work for them. 8) Last disaster happened to me when Taibah University in Saudi Arabia sent me employment visa to the Saudi counsel ate in Washington DC. The counsel late informed me that my visa was rejected. (b)(6) informed me that happened because US sent my name to the whole world as a security threat!!! 9) (b)(6) advised me NOT to Travel, because I am at high risk. HELP PLEASE. Regards (b)(6)

8/2/2012 12:00 AM

My wife and I were returning from a short day trip to Campobello Island and were detained. I was asked to present my Maine driver's license in addition and then was told to park the car in section 3 and go to the station with my wife. I was asked to fill out a customs form (no purchases) and asked a number of questions. Our car was searched and after about 25 minutes we were allowed to go. One of the agents handed me a form stating I could query this incident.

What makes this a concern is that when we returned from France on July 8, 2012 my wife and I were also pulled aside and asked to do further inspection (in Logan airport). We were singled out from all the passengers aboard an airbus and the only ones to have our luggage searched and they took our passports while we went to get our luggage. My wife had one agent who inspected her luggage but sent her out into the lobby way ahead of me. My agent requested that I open my luggage and remove the laptop and enter the passcode. (The laptop was my wife's). He searched part of the luggage, went through all parts of my wallet, he also made "strange" comments about our cameras (both of which I was holding). He wanted to know if I had a website that I put my photos on and he took down the name of it. I am concerned that somehow I have been put on some sort of watchlist and want to be cleared since I do not do anything illegal or improper and think that somehow I have been mixed up with someone else. My wife says that it is because I color my hair (gray in passport, now brown). I can't imagine that would cause this problem. I am asking that my files be reviewed and if something "funny" is in there – that be investigated for the truth. I am a Fire inspector for Bangor, Maine, and would not like anything "shady" to be on my record - nor do I wish to be pulled aside for additional scrutiny every time I travel outside the U.S.

Closed

8/5/2012 12:00 AM

TSA000863

<p>(b)(6)</p>	<p>On July 26, 2012, I was questioned and searched at SFO Customs for a few hours, including detention of my laptop computer for more than two weeks, along with some documents/ business cards. Back in April, 2012, I was also questioned and searched at SFO Customs for more than an hour. So, I had been questioned and searched twice consecutively at SFO Customs when came back home. It was a terrible experience for a US Citizen with a valid US Passport. I never had such a terrible experience entering any other country, only had such terrible experience twice entering my home country. Now, I want a full explanation. They returned my computer and documents/business cards after more than two weeks. A big question is that what they are doing or will do with the information they copied from my computer? Now, I want a full explanation.</p>	<p>I had been questioned and searched twice consecutively at SFO Customs when came back home. It was a terrible experience for a US Citizen with a valid US Passport. I never had such a terrible experience entering any other country, only had such terrible experience twice entering my home country. Now, I want a full explanation. They returned my computer and documents/business cards after more than two weeks. A big question is that what they are doing or will do with the information they copied from my computer? Now, I want a full explanation.</p>	<p>Closed 8/15/2012 12:00 AM</p>
	<p>On August 20, 2012 upon arriving back in the United States from a trip to Egypt with my wife, (b)(6) daughters (b)(6) we were searched by the United States Customs at New York JFK International Airport. Prior to exiting the plane after landing in the United States my family and I were summoned by the customs enforcement agent to the front of the plane so we may exit first. The customs agent brought us into a room and explained that they would need to search the family's ten (10) bags of luggage along with my wife's, my daughter's (b)(6) and my cell phones. The agent also asked to search my laptop. The customs agents searched our bags and scanned our electronics for three hours. The agent explained the reason they had to search my belongings was because they were given an order to do so but could provide me with no specific reasoning.</p>		<p>Closed 8/24/2012 12:00 AM</p>
	<p>Miami Florida airport, August 30 2012, BA flight 207 from Heathrow, arrival time approx 3.58 pm. I entered the new Immigration area. A person in the large room instructed people to go to the booths with green lights. I went to one in the US Residents (Green Card) section. The man told me to go back to the line (I do not think there actually was a line) and wait. Then he raised his hand to indicate that I should come forward. Simultaneously the person who was giving directions in the large room said something that contradicted what the Immigration Officer was indicating to me. As I walked up to his booth, I commented something like "I wish you guys would make up your minds what you want me to do, to go or to stop". Hearing my comment, he shouted at me "Go back behind the line and do not come back till you have learned some respect", an angry look on his face, aggressive voice. Frightened and intimidated, I withdrew and started to cry. I was so upset I did not notice his name or booth number. I went to another booth as far away as possible from this man, and was processed by a very kind and gentle man, to whom I reported what had happened. He asked who the man was; I said I did not know, and was too frightened to go back and look. He said he thought he knew who it was. I reported the incident to the so-called supervisor of the area, who gave me the complaint info form, and treated me with indifference, despite my obvious distress. At customs exit, I informed the agent, he took me to his supervisor, (b)(6) very compassionate and kind man, who called (b)(6) and (b)(6) Passenger Service Aids, I think, and I told them about the incident. They were kind and compassionate, took a copy of my passport. The Immigration Officer was Hispanic, about 30 years old, bald head I think, big head (physically and obviously psychologically), heavy set body, dark tanned skin. I am a 64 year old woman, English, white. Sadly this incident brings to mind the attitudes of racism, ageism, sexism, bullying, intimidation, aggression, lack of humanity, none of which seem appropriate qualities for someone given the privilege of welcoming people to the USA, and of protecting this wonderful country.</p>	<p>I would suggest that you install security/observation cameras in the Immigration screening area, to protect both passengers and the officers. I would suggest that if you do not already have some kind of humanity/compassion/appropriate behaviour training for your officers that you start looking into it, or at least review your present training protocol. Some kind of psychological screening of employees placed in positions of interacting with the public would also be a good idea, so that you can screen out potential macho men who are a disgrace to their uniform, position of authority, and the USA. The behaviour of this man should not be the first interaction a visitor (or resident or citizen) should have when entering the USA. I cannot believe that you would allow someone with such an obvious anger management problem combined with total lack of sensitivity and respect towards human beings, to hold this job position. I appreciate this opportunity to report this incident to you, and hope that steps will be taken to ensure that the quality of human being that you employ for this sensitive position is more in line with the very kind gentleman who processed me. This is not a good job position for brutal, macho, sexist, ageist, possibly racist, aggressive, disrespectful, psychologically immature men or women. I shall be writing to President Obama, my State representative, the Miami Herald, and some of the TV news channels. Thank you</p>	<p>Closed 9/1/2012 12:00 AM</p>
	<p>Dear Sir or Madam, During my last several trips (approximately 5 trips) to the United States dating back to February of 2012 I have been pulled over for secondary screening. One of these times caused me to miss my flight.</p>	<p>Dear Sir or Madam, I was told by a border guard that I should send a note to you in order to clarify why this is happening. In July of 2010 I was aquitted of a charge of improperly importing a gaming device. In August of 2010 I received a letter from Nexus stating "we have effectively observe that no criminal accusations are pending anymore" and "we will reactivate your Nexus membership". This only other thing that I can imagine being the problem is that my previous passport was stolen in March of 2011 and that I am using a replacement passport. Prior to February 2012 I have never had any problems at the border. Thank you for your assistance in this matter.</p>	<p>Closed 9/6/2012 12:00 AM</p>
	<p>Event Reference: (b)(6) File Number: (b)(6) I am a UK citizen who travels at least twice a year to the US to visit friends, loved ones and family. On the 28th of June 2012 I boarded a flight destined for Dallas, TX via Washington Dulles. Upon going through immigration I was asked how long my visit was to last. I answered roughly 2 months. I was directed to Customs and Border Protection. I was interrogated by a female CBPO (b)(6). (b)(6) permit me to refer to her as (b)(6). With other CBPOs, first they took one of my laptops and turned it on and started going through it. I then enquired to find out if they needed help going through the laptop and they declined. After rigorous questioning as to the purpose of my visit, (b)(6) then embarked on searching through my luggage, intermittently asking me to reveal why I was carrying for example 6 suits, professional and birth certificates, amongst others; she insinuated that she did not believe I was telling her the "real" purpose of my visit. I told her I was a computer consultant, and given the time I was going to be visiting would likely do some study, and certification exams if I felt competent to do so. After at least 6 hours of detention (to their credit I was offered some pasta, much appreciation) I was photographed, fingerprinted and escorted by ununiformed officials to a return flight bound for the UK that night. I was given a document and told I was no longer eligible to enter the US under the visa waiver program, effectively invalidating ESTA for me. A part of the document presented for my signature read: You have been found inadmissible to enter the US under section 212(a)(7)(A)(i) as an immigrant without a visa.</p>	<p>This experience is one I have never ever been subjected to anywhere else while travelling. Over the past 6 years I have visited the US as an IT consultant working for Microsoft on schedule Techready events in Seattle and time permitting, travelled to the US with my kids during summer holidays. This year in particular (2012) I travelled early March for 3 week duration to visit loved ones; upon return I forgot my CPAP(Continuous Positive Airway Pressure) machine. This is a machine I use as I suffer from Sleep Apnoea. It was an article that could not be posted as UK Customs returned it to the US. I had to fly back to the US to pick it up. This experience has taught me little to take home considering I know nothing of what grounds of admissibility I violated. I felt I was harshly treated and request a reversal of the situation, as I consider (and have always) the United States as my favourite holiday destination. Thanks for taking time to review.</p>	<p>Closed 9/7/2012 12:00 AM</p>

<p>(b)(6)</p>	<p>was detained By CBP at 9pm o'clock and released at 2 am with no explanation I was taken from the passports and with no explanation or time to get my bag then was asked questions that I have answered many times and was left in the room for over 5 Hours, I explained to the officers that I have answered these questions over and over upon each entry but the officer who said that I should leave soon got mad turned me to more screening were they took my computer and phones and left me in the room for another 3 hours! I seriously doubt that this was a necessary screening as the same information was provided when I did my Public trust clearance for my job, and also was provided to the CBP earlier on another port (Logan in Boston) The officers checked my hand luggage, my phones and computer Four officers looked at my information, four officers shared my information and a fifth was giving a briefing to check my phones and electronics!!!! I understand that CBP and Homeland security has the right to delay, detain and screen travelers and to check their belongings, but I believe having personal information shared by every member and keeping a traveler with no explanation for over 5 hours with after a 20 hours flight is against any human right I was not offered any kind of explanation and I had to ask the officers for a phone call to notify my family that I am alive and detained by the CBP, as it did not matter what was my state or my health condition I am certain that I was treated unfairly and was discriminated as the officer who lead me there could not comprehend the fact that there are American Citizens who are born in the US and speak with an accent due to their heritage or where they grew up. I was treated not as a US Citizen who was born, live and Work in the US, but rather an Arab who came from Jordan and should be bothered I realize that the CBP officers are doing their job and I appreciate that and grateful for what they do, but the treatment and the circumstances that I had to deal with were extreme and not necessary and insulting. I am not sure if I am on a watch list or what exactly make me the subject of such treatment every time I travel.</p>	<p>Please advice on what are the proper steps to identify the reasons behind the screening and If I need to contact the department to provide more information that can help waive any doubts about my situation or my identity</p>	Closed	9/9/2012 12:00 AM
	<p>For the last three years at least, I've faced great difficulties during air travel, especially while returning to the US from abroad. Although I understand the need to go through additional screening occasionally to ensure the security of the nation, the constant screening and examination that I'm subjected to has increased to the point where I can afford it no interpretation but deliberate harassment. Why is it that I'm screened twice - sometimes three times - before boarding a plane? Why is it that after three years of asking the same questions, I'm still asked the same exact questions upon entering the US? Why is it that I'm met at the plane door and sometimes even called out before anyone else deplanes to be escorted to immigration like a criminal? With this complaint, I seek redress from DHS and a correction of the wrongs indicated above and detailed below. Prior to 2009, I was selected for additional pre-flight screening a few times, but it appeared at the time to be random. However, at least since 2009, I've gone through additional TSA screening every time I travel within the US or abroad. Since then, the "SSSS" notation has never once disappeared from my boarding pass. Likewise, during my last four entries to the US (since 2009), I've been detained by CBP for examination, my detention ranging from two to six hours. In the process, I was at least twice delayed from my connecting flight. All my electronics were taken and examined at least twice. Likewise, both my person and bags were inspected, and even the gifts I carried torn up. Some of the questions I was asked were clearly standard border control questions, but many of them were questions asked to gauge my constitutionally protected views. The four times CBP detained me upon entry were: 1) 08/28/09 when I arrived at DFW on flight GF6671L at 2:30pm; 2) 06/26/11 when I arrived at JFK on flight AA6006 at 4:30pm; 3) 07/12/12 when I arrived at JFK on flight SV021 at 11:30am; 4) 08/28/12 when I arrived at JFK on flight SV023 at 12:17pm. I was also questioned on 08/25/12 while heading overseas from JFK by two CBP officers at the gate. It was a little before boarding when an airline representative called me to the gate desk for "an important message." There I met two CBP officers: a man who later identified himself as [REDACTED] and a woman who didn't identify herself. [REDACTED] explained a procedure which required travelers to declare any money they transport into or out of the US if it is \$10,000 or more. He claimed that, in enforcing this policy, CBP chose a few individuals to be questioned in this regard. He asked me if I was carrying the amount of money he mentioned. I said no. He asked me approximately how much money I had, emphasizing more than once that it only needed to be an approximation. I said about \$10. He asked if I was carrying money for anyone else. I said no. He asked whether I had any money in my checked bags. I said no. He then produced a card which appeared to be an official government form except that he had crossed out part of a line and had written a few words by hand. He asked me to write how much money I had above the line and to sign the bottom of the card - an informal signature line which he added. He said I could read the form if I wished. I read it but was concerned of proceeding as the whole incident raised my suspicions. I then went on to ask him why I was chosen. He said that I wasn't the only one and that they would be approaching other passengers later. I asked him on what basis the choice was made. He said he didn't know. I then clarified my concerns to him and asked whether it was required. He said yes. I displayed hesitation until the lady cried out, "OK, don't sign it! I'll be a witness. Just write how much money you have." I asked whether foreign currency was considered; they said no. I took out my wallet to see the exact amount of USD I carried and wrote "\$11" on the card. He then asked about the purpose of my travel, my permanent address in Nashville, and other things. He also took my driver's license and copied information from it. He led me to a back room and looked through one of my carry-on bags while the lady looked through the other. When they finished, he said that I'd now need to sign the back of the same card on which he had written "all my money was returned to me". He clarified that this was my confirmation that none of my money was taken from me. I voiced concern over signing it with that wording as obviously none of my money was taken to begin with. I suggested that he write instead "no money was taken from me" which was more accurate and which I would readily sign. He then appeared angry and said that now "we will do things by the book". He said that he "tried to make things easy" for me, but that I was being uncooperative. He then looked through my wallet, took the \$11 out, frisked me, returned the money to me, and requested that I sign the back of the card. (CONTINUED IN THE COMMENTS BOX)</p>	<p>I signed it. They then escorted me out to the gate area. The whole incident looked suspicious to me and smelled of setup. They tried to assure me that this was standard procedure, but I wasn't convinced. They also claimed many times that I was just one of others to be questioned, but it was obvious that I was the only one and the airline representatives later confirmed this. Needless to say, these additional screenings and examinations are a great source of harm to me and my family. Not only am I suffering both physically and in terms of wasted time, but I'm subjected to a great level of stress and emotional harm which is even worse. The harm this causes my family is far greater as they worry over my safety. All this is besides the great harm done not just to me but all Americans by transgressing against my constitutional rights and freedoms. It is quite obvious that I'm only subjected to this due to my immigrant background, Muslim faith, and interest in the Islamic sciences. In conclusion, I'm a law-abiding citizen and condemn all crime, whether it is done in the name of religion or not. I'm also a student of Islam, and that does not make me a criminal. I've neither done nor want to do nor associate with anyone who does anything to threaten the security of this country. While I understand the importance of having security measures and policies that ensure the safety of the American people, and while I see the work of security agencies not only as important, but necessary to maintain the security that is vital to the proper operation of any modern sovereignty, I fail to understand or accept the constant and almost mindless questioning, examination, and (quite frankly) harassment to which TSA and CBP continue to subject me for over three years when I'm completely innocent of any misplaced suspicions they may hold and they well know that. Therefore, I request that my case be investigated and my name cleared from any watchlists it might have been placed in.</p>	Closed	9/12/2012 12:00 AM
	<p>I am a Diamond Medallion with Delta Airlines (and a million miler as well), however over the last 2 months, all my priviledges to check in online, at the kiosk, or using a mobile device have been taken away. I ALWAYS have to go to a ticketing agent to check in and he/she always has to call someone to check me in. I travel every week, and sometimes twice a week for my job (I work at Microsoft Corporation). Furthermore, I have to travel internationally regularly as well, and in the event I dont use Nexus and Global Entry (I am cleared for both), and to go the counter when entering the country, then I am aways (100% of the time) referred to secondary screening, where I have to wait for them to call someone prior to clearing my up. This happens EVERY SINGLE time, and I am requesting that for a US Citizen, who is Nexus and Global Entry holder, and with no record whatsoever, that DHS helps me in reviewing teh situation and addressing whatever holds they have placed on my record.</p>	<p>Please see the commentary above.</p>	Closed	9/15/2012 12:00 AM
	<p>Between October 21, 2011 and November 11, 2011, I traveled between Memphis and Saudi Arabia to go for the Hajj, or Islamic pilgrimage. I went with a travel group who arranged all my travel accommodations. My mother and younger sister also traveled with me and through the same group. We were together the entire trip except on the return when my mother went on to Pakistan to visit relatives and I returned home with my sister on November 11, 2011 Before traveling overseas, I registered our full detailed itinerary with the U.S. State Department. On my return home, I was detained briefly, before departing Paris, France at CDG airport. The French officer (in plain clothes) asked the purpose of my international trip, where I visited and where I was headed. This is, of course, after collecting all my personal information. After he wrote that down he left me board the plane. This was also after a second security pat down at the gate. As for the detainment at the border, after deboarding my international flight at JFK International in New York City, the entire plane was being asked to show their ID upon exit by CBP officers. As soon as they looked at my sister's and my passports, they detained her and me, and let the rest of the plane go without showing their IDs. After that I was detained for 3 1/2 hours while I was held for an "extended interview" where I was asked highly personal and invasive questions. Every belonging was searched, all highly sensitive personal documents were read/copied and all electronics were collected and examined while not in my sight. The officers conducting the interview and search were professional and courteous. However, I still believe that this procedure still violated my civil rights because the types of questions regarding my religious activity, civic engagement and political affiliation as well as charitable contributions have nothing to do with my travel or the security of our country. Furthermore I had personal and sensitive documents like my tax documents and people's prayer requests (deeply personal) that were collected, read, copied, and returned to me at the end before I was released. My lost baggage tag was not returned to me and because of that Delta/Air France refused to locate my bag so I never got it back. All my electronics were taken away and examined (not sure if my data was copied) without my consent. Lastly only about 1 hour after being detained was I allowed to contact relatives who were drove two hours to pick me up and were waiting to pick me up outside the airport. I was also patted down and screened at every gate on the way back to Memphis, even on domestic flights. That has not happened before.</p>	<p>Since this incident I've been asked to meet with my local FBI office who interviewed me about this incident along with a Homeland Security representative. After the interview was over, they assured my my name would be cleared from any list but I continue to be directed to secondary on every leg of every domestic flight since this incident on November 11, 2011. I need to understand why I was detained and how I can be removed from any list or anything else that is causing me to be detained at the border. This also happened on a return from a car trip to Toronto in 2008 at the Niagara Falls border. My family and I were detained for 2 1/2 hours without any explanation and went through the same unreasonable search and seizure tactics. After that incident I filled out a TRIP request. I was sent heavily redacted reports and an option for a judicial review. There was no confirmation of what actually happened with that process and apparently it did not resolve anything since I was detained again in Nov. 2011 on the return from Saudi Arabia.</p>	Closed	9/27/2012 12:00 AM

TSA000865

<p>(b)(6)</p>	<p>I was detained multiple times and interrogated in Washington, DC, Boston, MA, Newark, NJ, Ottawa, CA, London, England and Munich, Germany airports. I was detained for more than 18 hours at one time and missed few flights in Ottawa and Dulles International airport. US customs agents seized my laptop. I had to contact local FBI agent to get my laptop back. I drove to Canada last year and again I was detained for more than 10 hours by the Canadian authorities and the CBP. I was asked inappropriate questions and one US agent told me to go back to my country. As far as I'm concerned I'm an American citizen and I shouldn't be mistreated. I can't even fly domestically without going through a secondary security screening selection (SSSS). I missed so many flights while trying to obtain a boarding pass. I can't print a boarding pass on my own and one ticketing agent told me I was on some kind of government watch-list. The ticketing agents call someone EVERY TIME to clear me out. I believe my freedom of movement is restricted and I don't believe this is random anymore. Please help me solve this issue, which caused me a lot of pain and frustration.</p>	<p>Closed 10/11/2012 12:00 AM</p>
	<p>On October 10 I arrived at Miami International Airport on Flight AA2174 from Caracas. My wife and I were pulled aside in the jet way by two DHS officials who were checking passports. They took us to immigration where we were admitted for 6 months as visitors. They then inspected our luggage and took my cell phones and my wife's cell phone and I provided them with the password. They said this was a random border search and they also took my laptop. They then took us to a room and asked about my banking activity in Venezuela and Colombia. I am a legal representative for a company which deals with financial transactions and they asked about a specific company and wanted to know if I had sent money to this company. I told I had not worked with this company. I have accounts with Wells Fargo and Bank of America and the Bank of America account allows me to make any kind of wire transfer. After a while they said everything was fine but they kept my laptop and gave me a receipt. The Special Agent's name was [REDACTED] and he said he would call me to meet somewhere and return the laptop. I have not heard from him and I have now returned to Colombia.</p>	<p>I would like to have annotation put in my record so that I do not encounter this type of issue and delay again when travelling as I do travel quite frequently to the US. Thank you.</p> <p>Closed 10/18/2012 12:00 AM</p>
	<p>I always have trouble getting boarding pass (domestic and international), subject to secondary screening and hours of waiting at port of entry. In this latest business trip to Germany, I was selected for secondary screening twice, during re-entry. I missed my flight because I couldn't get the boarding pass in time, on Boston port of entry, I was questioned for an hour, my luggage was screened and they took my laptop, camera, cell phone inside their office for further screening.</p>	<p>I am aware of the challenges faced by department of homeland security, appreciate their effort to keep us safe and borders protected. But I feel like I am being profiled because of my national origin and religion. I just want to know if any thing can be done (even on my behalf) to solve this problem.</p> <p>The officers were very professional throughout the screening process but I need to know why I was detained and screened.</p> <p>Closed 10/23/2012 12:00 AM</p>
	<p>I arrived on Turkish Airline flight 005, from a 26 day trip to Accra, Ghana, via Istanbul, Turkey. During a special passport inspection at the aircraft exit, CBP officers asked me to stand aside and wait while they inspect more passports because they needed to take me for further screening. I was later accompanied by two officers to the baggage claim area to retrieve my checked baggage. While waiting for my luggage, an officer asked me questions relating to my travel. Why did I travel and where I went? Who I met and what activities I engaged in while abroad. Officers wanted to know what I do for a living, my educational background, my family, my wife, friends, and organizations to which I belong. My two cellphones were taken and inspected, and my carry-on luggage was given an extra screening. I did not find my checked in luggage immediately. It was later found by Turkish airline staff. After all the questioning by the officers, a phone call was made before I was released. Why I was detained was not revealed to me, but I was given an information sheet to make this online inquiry.</p>	<p>I am attending the Seahawks football game this Sunday November 10th and had planned to take Amtrak to Seattle - but am worried that if I get detained at customs that I will miss the train so will probably have to drive. As mentioned previously I am a Nexus Pass holder so have gone through clearance for the pass. We have suggested through our lawyers that myself and the President of my company would be willing to meet with Chief [REDACTED] here in Vancouver but he advised that the best method of clearing my record was through DHS Trip. I hope that I can receive a quick and positive reply to my request. thank you</p> <p>Closed 11/7/2012 12:00 AM</p>
	<p>I was sent to secondary inspection where an officer then took me to inspect my bags, took all my personal electronics and told me that he could see that I have had this done repeatedly in the past and it would take % minutes to clear me. my wife and I sat with no explanation for 2.5 hours missing our flight home. Officer [REDACTED] then came out and said your free to go with not an explanation what so ever for the reason to detain us. this has happened repeatedly to us!!!</p>	<p>Closed 11/8/2012 12:00 AM</p>
	<p>Starting from May, 2012, I am subject to secondary screening every time I enter the U.S. using my C1/D Visa or B1/B2 Visa and sometimes the officers search all of my bags, cellphone contents, and laptop contents.</p>	<p>I work as a pilot flying for Egyptair, and I come at least three times a month for the last sixteen years and this never happened to me before May, 2012. This wastes my time because I only stay here for 48 hours leaving very little time to rest after twelve hours of flying. I'm always wearing my uniform and this insults me in front of my colleagues especially that the officers never found anything against the law in my bags or my electronic equipment. Also it costs me a lot of money because the crew bus leaves before I'm done and I have to take a private taxi and pay for it.</p> <p>Closed 11/10/2012 12:00 AM</p>

(b)(6)

I am a Canadian citizen and I have been a resident of Vancouver, BC-Canada for the last thirteen (13) years. My employer, Critical Systems Labs (CSL), is duly incorporated in the province of British Columbia. I have been employed by Critical Systems Labs since July 2006. CSL is an engineering consultancy that provides clients with expertise in the specification, analysis and verification of critical software-intensive systems. CSL has earned international recognition for its expertise in a variety of technologically advanced domains including automotive systems, rail signaling, high-energy physics, defense and medical devices. In October 2011, my employer, CSL was contracted by McKesson Medical in Westminster, Colorado, USA for the provision of training services in the area of safety risk management for software-intensive medical devices. McKesson Colorado selected CSL because CSL has been providing similar services to the branch of McKesson Medical Imaging in Richmond, BC-Canada. Our role was mostly to help transfer knowledge created in this Canadian branch of McKesson to another branch of McKesson. Given that CSL had helped create this knowledge for the Canadian branch of McKesson, it was a natural follow-on of our work in Canada for CSL to be asked to share this knowledge with other branches of McKesson. This contract included a series of presentations on this knowledge in the form of a 2-day training course on site in Westminster, Colorado. As part of this contract, my employer assigned me the task of presenting this training course in Colorado and made necessary travel arrangements for me, e.g., airline reservation, hotel reservation, rental car reservation. Therefore on Tuesday, October 11th, 2011 I intended to travel from Vancouver, BC to Denver, CO to teach the training course. My travel plans included a flight departing from Vancouver International airport. The planned duration of my stay in Colorado was three (3) days. I thought I could enter the USA through the 'Visitor for Business' type of visa (B1 I believe). The US custom officer at Vancouver International airport reviewed my situation and asked me further questions that have been fully documented in the 'Record of Sworn Statement in Administrative Proceedings' Event Number [REDACTED] (b)(6) did not have any documents from either Critical Systems Labs or McKesson Medical with me on that day to justify this temporary visit to the USA. The custom officer concluded that my business visit to the USA required an immigrant visa. As a result I was denied entry to the USA since I did not have an immigrant visa. Following this failed attempt to enter the US for this business purpose, CSL and McKesson helped me to put together a package for a non-immigrant TN Visa application. I received advice from both companies regarding this TN application package. The NAFTA occupation that was selected for this application was 'Computer System Analyst' because this appeared to be the best match among the options available with the nature of work for CSL. On November 4th, 2011, I drove from Vancouver, BC to the Peace Arch border crossing between British Columbia and Washington states. I intended to apply for a TN visa that would then allow me to conduct the training session at McKesson Medical in Westminster, Colorado. The US custom officer reviewed my application package and told me that the visa I was applying for would not allow me to perform the training services that I intended to provide in the USA. I understood that the nature of visa I was applying for was not adequate for the purpose I intended. Following this second failed attempt, McKesson Colorado and Critical Systems Labs decided jointly to terminate this small training contract. In this context, I stopped pursuing any related visa application and I have not been trying to enter the USA for this matter any more. However and since these events, I am systematically sent to the secondary inspection when I attempt entering the USA even for pleasure type visits as I have experienced in July of this year. With this application, I hope to be able to address this situation. I typically enter the US a few times a year for holiday trips, attending conferences and for flight connection purposes [REDACTED] (b)(6)

Closed

11/16/2012 12:00 AM

Since 2006 coming back from KSA to USA JFK I always get stopped upon entry to US. two officers would be waiting for me at the gate and take me inside and I get questioned for at least 2 hours and up to 5 hours. My things get checked and my phone or electronic devices get taken to be copied and all my papers and documents get copied and wait for long time until I'm cleared. With my domestic flights, My ticket is always having SSSS and I get picked for extra screening by TSA with all my carry on contents unpacked and checked and I'm Patted down to be cleared.

Closed

11/23/2012 12:00 AM

Was referred by immigration officer to secondary screening since I was told that the name [REDACTED] (b)(6) appears in a watch list. Was searched thoroughly both personally and belongings including electronics (camera, iPad, iPhone, Nook). After 4 hours of screening, I was asked if I had child pornography and inspectors proceeded to search all electronic items for images which none were found.

Shocking and distressing experience - 4 hours waiting for clearance from other government agencies, without knowing why I was being subjected to such searches.

Closed

11/23/2012 12:00 AM

I arrived on Delta Flight 109 on 12 November 2012 from Madrid Spain. As always, I was sent to secondary examination. During this examination I was approached by three "agents," one of which was agent [REDACTED] (b)(6) of ICE. I was sequestered with the three agents and interrogated. Many questions were irrelevant and I declined to answer them. My personal property was out of my sight during the interrogation and I protested that I did not like having my credit cards, etc., out of my sight to no avail. My electronics: camera, mobile phone, Android tablet, TomTom GPS and Kodak Playful camera were detained and I was given a receipt. I asked Agent [REDACTED] (b)(6) If there was not a forensic person on duty and was told no. Agent Bailey also told me they had received a "travel alert" about me. I was told that they had up to 30 days with my equipment. I gave them the passwords for my equipment. It is now 14 days. I called Agent [REDACTED] (b)(6) on 15 November and he reminded me that they had up to 30 days and that he would call me, I did not need to call him again. I work in the IT industry and am heavily certified in security and know for a fact it only takes a matter of hours to do a forensic exam, and I gave myself a 5-hour layover just for this purpose. I need the mobile phone for my employment and have now had to purchase a second model and set it up just so I could do my job as expected. Agent [REDACTED] (b)(6) made a comment that my actions 15 years ago have long-lasting repercussions. I do not feel this was an appropriate comment nor do I feel this constant harassment at border points is warranted. The agents were otherwise cordial and polite at all times. No fault there.

1. Since there was a "travel alert" on me, there was ample time to have a forensics expert standing by to look at my equipment. 2. I am not at all happy that my personal property was examined outside of my presence while I was being interrogated in another room. 3. There is no excuse for a thirty day delay for forensics in looking at my equipment. 4. This constant harassment of me at border points must cease! I now feel as if my human rights are being violated, stemming from the same treatment at the port of Miami while I was working for the United Nations. I received constant harassment from those agents until the UN finally terminated my employment and I now feel this may happen again. 4. I am also going to forward this to my elected representatives. I want this harassment to stop!

Closed

11/25/2012 12:00 AM

TSA000867

(b)(6)	<p>On March 13, 2012, my name was flagged when I crossed the Canadian-US border from Toronto Airport. I have been asked to apply for a visa. I highly respected the process and I followed it. In April 2012, my application for a B-1/B-2 visa at the US Consulate in Toronto was not approved under G221 of INA until the administrative process is concluded. Around the end of May, I was instructed to submit my Canadian Passport to have the Visa but after a couple of days, I had been put again in the administrative process in early June. In July 2012, I also applied for a TN Visa based on an offer from GE Global Research Center, Albany and until now, I am waiting to have the administrative process to be concluded. My information is as follows: My Passport Number: [REDACTED] Date and Place of Birth: [REDACTED] Alexandria, Egypt Citizenship: Canadian Visa Application History: On Jul 12, 2012, I applied for TN visa [REDACTED] at The US Consulate in Toronto. On April 4th, 2012, I applied for B1 B2 Visa [REDACTED] at The US Consulate-Toronto.</p>	<p>This is [REDACTED] (b)(6) am a Canadian Citizen and I have lived in Canada since 1988 after I left my home country Egypt. Please allow me to introduce myself (see also my Bio). I am one of the world experts for thermal management of electronics. I have been highly recognized with International awards such as Calvin Lecture Award for promoting best engineering practices across the word, Life Fellow American Society of Mechanical Engineers from the age of 46 and Fellow in the Canadian Academy of Engineering (the sister Academy of the National Academy, NAE, of Engineering in the US). I have been working in Canada for more than 15 years and have regularly visited the US, as a matter of fact; I have been approved for the Nexus card as a trusted traveller in 2010. On March 13, 2012, my name was flagged when I crossed the Canadian-US border from Toronto Airport and I have been asked to apply for a visa. I highly respected the process and I followed it I fully understand that the security check must be conducted to ensure a safe society for all of us. But I am feeling that the current process, which is in the eight month, is preventing me from contributing effectively on my technical professional actives in the American Society of Mechanical Engineers, ASME, and Institute of Electrical and Electronics Engineers, IEEE. Also, I missed my contribution in the current product and technology development of GE in 2012. Therefore, my contribution was limited only for two patents applications. I hope that this matter can be resolved as soon as possible, so I can continue my adding value to GE and the engineering profession. I appreciate, if you can help me and clear my name.</p>	Closed 11/28/2012 12:00 AM
	<p>On November 11, 2012 I arrived at MIA Airport with my partner, [REDACTED] a U.S. Citizen, for vacation. Both [REDACTED] and I passed through immigrations, separately, but with no issues. Passing through customs, I was shuttled into secondary screening, had my bags searched and was interrogated by the agent. The agent asked me my occupation and looked at my business cards, laptop, etc. As a photographer in my country of Peru I travel quite a bit, in and out of my country, but I work and still have residence in Peru. I explained several times that I do not live nor work in the US, but I do have family and my partner there. After much discussion, because I have a US phone number so as to stay in contact with friends and family here, the agent unilaterally and erroneously decided that I must be working in the US, and so re-involved immigrations and denied my entry. After 26 hours of detention I was finally placed back on a plane to Lima. My family and partner were helpless to try to assist me, as the system refuses to grant access in the customs area. My partner finally left after 3 hours of waiting, with no definitive word on what was happening. I was told I could "voluntarily" return to Lima if I signed their (inaccurate) paperwork, and my visa would be revoked, but I could start the visa application process all over again in Lima. If I refused, they would also stamp on my passport that I could not re-apply for a visa for five years. I had no choice but to return home, and I don't know if this information is even valid or true. As one can see, my passport shows I have travelled all over the world, including the Caribbean, Europe and the US. I've always returned and worked back in Peru. Furthermore, I have respected and worked hard and within the rules and system of the visa process. I've never overstayed the visa or caused any reason to have the visa rescinded. Over the past two weeks, my partner and I have both tried in vain to speak to someone, either at the US Embassy in Lima, or the Embassy in the US. The automatic response is to pay money again, and then "we'll see what's going on". I don't even know if my visa is actually invalid or not, as this has been a very confusing and frustrating event. I do not wish to "start from scratch" again for a new visa, as I do not believe I have caused an issue to have the visa revoked in the first place. This information serves as a formal request of inquiry to perhaps redress this oversight. The paperwork that I was forced to sign can be provided if this will assist you. I look forward to any assistance you can give in this matter. Respectfully submitted, [REDACTED] (b)(6)</p>	<p>I have travelled to the USA before, and not had a problem with entry. I did not bring with me paperwork that shows my working and living in Lima. In the future, I guess I need to bring these documents to help clarify this situation.</p>	Closed 12/2/2012 12:00 AM
	<p>Two DHS agents were waiting for me at the hatch of the airplane when I was about disembark the plane. The agents checked my identification and my wife and they took my luggage as well as my laptop, they took my laptop to another building. The agents took us into a holding area for approximately four hours until the officers came back with my laptop and searched our luggage. While we were waiting officers asked me detailed questions concerning where in Mexico we had stayed, where I was working and when we married. My wife and I were then released.</p>	<p>In addition to the above incident I am always made to wait before I board a airplane to the U.S. while security checks are made. In addition before we boarded our last flight my wife (who is a US citizen) and I were issued "SSSS" notations on our boarding passes. Although the detailed security questions are very frustrating this past experience was extremely humiliating as my wife and I had just married on 11/02/2012 and returning from our honeymoon when we were subjected to four hours of detention, questioning and invasion of my personal property. I am requesting that this not occur in the future. I am willing and able to undergo any necessary screening or questioning by any agency so that this does not occur in the future.</p>	Closed 12/3/2012 12:00 AM
	<p>1. I am always subjected to Secondary screening at the immigration each time entering to the USA. It took at least 2 hours for such clearance. Usually an officer will ask some casual questions followed by duration of my stay, purpose of visiting USA, credit card information etc. My finger prints were then being taken again. 2. I feel that I am being discriminated through a higher level of body check during departure at the airport despite Security officer claimed that it was a random security check. I went through a machine that blow out wind on me, all items in my hand luggage were put on further test/check where an officer put a sticker on the surface of my personal belongings and analyzed it using a device.</p>	<p>I am a Chinese, holding Malaysia citizenship and passport. My religion is Buddhism and I am living in Singapore for the past 12 years. Please assist to clear me from secondary screening at the immigration. Thanks.</p>	Closed 12/11/2012 12:00 AM
	<p>CBP treated me in an abusive or coercive manner upon my last entry at Los Angeles International Airport. I arrived on 12/10/2012 at 8:30AM on American Airline flight 170 from Tokyo into LAX and was met by two CBP agents at the Jet way. They escorted me to an office where I was interviewed and searched by the two CBP officers. They took my laptop computer and phone to another room to make copies of the files and records. I then waited for another 45 minutes until Agent [REDACTED] from Homeland Security Investigations [REDACTED] (b)(6) showed up. He questioned me for 45 minutes asking me very personal questions about my life, and later turned me back to CBP. It took another 30 minutes until they brought back by belongings and escorted me out.</p>	<p>I would like to know why CBP and HSI treated me in this manner.</p>	Closed 12/31/2012 12:00 AM
	<p>Just like every time I return to the U.S. from an international country, I am subject to secondary inspection, interviewing and extensive searching of my belongings. This time was a bit different, as I was returning from visiting a friend of mine in Paris for 10 days, two homeland security officers were waiting for me as soon as I got off the plane. They guided me to get my luggage before they interview me. I must say that all the officers that were involved in interviewing me or searching my luggage were very nice and courteous. I got interviewed, my luggage were searched, my laptop and iphone were taken for a 1-2 hours for electronic media search.</p>	<p>I understand and extremely appreciate DHS's continuous efforts to keep the country safe, though I hope that you will take a closer look into my files and hope that you can determine that I don't need to be extensively interviewed and searched on every re-entry to the U.S.</p>	Closed 1/6/2013 12:00 AM

<p>(b)(6)</p>	<p>SINCE I WAS WAS CHARGED WITH RECKLESS ENDANGER 2, FLEEING OFFICER 3RD, AND RECKLESS DRIVING; AND AFTERWARDS THE CHARGES WERE DISMISSED IN COURT AND INSTEAD I WAS CHARGED FOR FAILURE TO COMPLY AND FAILURE TO YIELD TO A TRAFFIC CONTROL DEVICE TO WHICH I WAS SENTENCED TO A FINE, I AM SENT TO ADDITIONAL SCREENING WHEN I GO THROUGH PASSPORT CONTROL.</p>	<p>THE COURT CHARGED ME WITH TWO TRAFFIC VIOLATIONS, I TRAVEL A LOT AND HAVE BEEN COMING TO THE US FOR 40 YEARS, I NOW AM MARRIED TO A US CITIZEN AND AT PRESENT HOLD AN O1 VISA STATUS, I HAVE NEVER HAD ANY TROUBLE WITH THE LAW YET THIS ISSUE MAKES ME AND MY WIFE LOOSE CONNECTIONS AND CREATES STRESS AND ANXIETY, IS THERE A WAY THIS SITUATION CAN CHANGE?</p>	Closed	1/11/2013 12:00 AM
	<p>I am an Australian passport holder , designated as C.E.O. &amp; M.D. of Infiniti Retail Ltd. -Tata Group Company in India. My work takes me to places and I keep travelling extensively to both Asian and European countries for official purpose. I have never faced any problems at Immigrations with any country, except United States. Being associated with Electronics business and heading one of the leading electronics chain (Croma), I keep travelling to US for attending Consumer Electronic Show / National Retail Federation which is held annually in Las Vegas and New York respectively. Everytime I arrive US, I am harassed at the airport and questioned for more than an hour. Their passport scanning system shows that my passport had been stolen earlier, which is the information they receive from Australian authorities I Please be informed, that my passport was never stolen but somehow the US, Australian scanning system flashes otherwise (Although I have till date faced no problem while travelling to Australia). I have written to the Australian Consulate about this problem, to which effect they have issued the attached letter which I carry along with me everytime I fly to U.S., but all in vain ! Can you please look into the matter and advise me how should I go about resolving this problem ?</p>	<p>Just for you information, as like in the past, I have always been an invitee from world brands like Microsoft, Intel, Oracle, TCS etc to attend the CES / NRF event. I will be again travelling to US for attending Blackberry Experience Launch Event which is scheduled from 30th Jan 2013. Can you pls help me in making my trip to US hassle free.</p>	Closed	1/18/2013 6:08 AM
	<p>I was sent and escorted to secondary, the officer that escorted me told the other officer that I was a code something, then the officer in secondary told me to get off of the car he handcuff me and took me into their office, he repeatedly asked me if I had something in the car. The officers in the office filed out my information in a paper and also searched my body. No one told me what was going on or why I had to go through this uncomfortable process. After they searched me and also searched me they escorted me back to my car and let me go. I again asked what had happen or why did they detained me and worst why did they hand cuff me, but they said there was nothing going on. I live in mexico i cross every day in the passed 4 months they have send me to secondary at least 5 times for no reason 2 of them cause me to be late at work. I just want to know what is going on.</p>	<p>Also that day on 1/11/2013 when they searched my car I believe they also broke the handle to move my seat. The next day I crossed again 1/12/13 around 11:00pm and I ask if they could send me to secondary to speak to a supervisor about this issue and they did. I spoke to officer supervisor (b)(6) he just gave me a comment card and told me to send it in but turns out the card has no where to leave my name. So I want someone to check the cameras and audio of the day I was detain so if the conclusion is that my car was damage during the inspection I would like to get it fixed.</p>	Closed	1/19/2013 8:55 PM
	<p>My wife and I are lifelong Canadian citizens, born and raised in British Columbia. In 2009, we sold our condo in Burnaby, where we had lived and worked almost all our lives, and bought a small publication in Kamloops, BC, which required us to relocate there. My sister, who also lives in Kamloops, told us that their neighbour, who wintered in Mexico, was looking for housesitters to watch their property while they were gone. We thought it would be the perfect opportunity to get to know the city and areas first before buying a new home. So we agreed to housesit and rented a PO Box for our business mail. This housesit ended up leading to other such opportunities in Canada, the US and Mexico. Since we ran the publication from our laptops, we figured it would be easy enough to work from anywhere. And, in between housesits, we live with my parents. Since they are elderly, they rely on us for help with yard work and house work, which we do in exchange for paying rent. When we attempted to cross the Pacific Border Crossing (Truck Crossing) on April 11, 2011, for our first US housesit in Seattle, Washington, the border agent asked us the purpose of our trip. After we explained our intention to housesit (for free, as there is never any money offered, since the arrangement is free housesitting in exchange for free accommodation) for two weeks the agent directed us inside. We were questioned for several hours, photographed, finger-printed and sent back to Canada. The guard was likely suspicious of our situation because our address at the time was a PO Box in Kamloops and our passports still reflected our home address in Burnaby. Thinking this was a one-time anomaly, a year later, on May 1, 2012, we attempted to visit family in Bellingham, Washington, using the Huntingdon Crossing. We were again directed inside, questioned again at length, photographed and finger-printed again, and again denied entry. Frustrated, we decided we would no longer attempt to housesit in the US, and stick with Canada and Mexico. This is only slightly inconvenient as we must now use airlines that do not stop in the US en route to Mexico. It is also unfortunate that we can no longer visit family in the US (one sister in Bellingham, another in Sacramento) or stay at my parents and brothers vacation property in Glacier, Washington. As inconvenient and unfortunate as this is, we could live with it. But now, my brother-in-law, who lives in Bellingham, has been diagnosed with terminal cancer. We would like to visit him while he is still alive, and, when the time comes, to attend his funeral. We feel we have been unfairly banned from the US. We have committed no crime, we have no intention of working, living or studying in the US, we simply have an unusual lifestyle in that we are semi-retired and use housesitting as a way of traveling without paying for accommodation. Although we do not have a steady income (we have since sold the publication), we do live on the proceeds from the sale of our condo, and we pick up the occasional freelance work as writer and photographer. Nothing about us should signal any kind of risk by allowing us to visit family (now urgent) in the US. We respectfully request that the ban on our entry be lifted. Thank you.</p>	<p>(b)(6)</p>	Closed	1/22/2013 8:13 PM
	<p>Upon returning to US from a family vacation to Guatemala, My husband and 3 children and I were met were met by an airport officer in Houston, Texas, without a word of explanation, he led us, through the airport holding and interrogation area. We were separated and individually interrogated... including my teenage daughters. All our luggage was searched, all our papers were copied--including newspapers we had picked up in our travels. Our phones and electronic devices (ipad etc.) were taken, searched and all information was copied--all this without any explanation or accusation. We were advised if we refused such search, that we would be indefinitely detained. My daughter went to use the bathroom which had no door, and a camera was aimed at her while she urinated. When we were finally allowed to go, we missed our connection flight to Los Angeles. We had to literally and had to run from gate to gate to find "stand-by" seating. Running through the airport is especially difficult for me as I have bilateral hip replacements. We were literally treated like "dirt" worse yet like "criminals" when re-entering our home country. As a physician and an academic, my husband and I are model citizens who pay taxes and follow rules. I do not wish to have another experience like the that ever again, when returning home to a land of democracy and decency--from foreign lands.</p>	<p>Over the past several years I have had my boarding pass branded SSSS, thus, I can never get on a plane without TSA clearance and special checking of my luggage which takes at least 45minutes to 1 hour at the very least. Because of these delays, I have missed several flights. Once, I was taken off of a flight after being seated, because they needed to do a "second" clearance. Yes I missed that flight too. I never complained, however I feel after the Houston incident I must speak out and request Redress, as this lunacy is now affected my children. When My Daughter Narineh tried to board a plane to Berkeley the following day, her ticket was branded SSSS and she was detained and her luggage searched, etc. Like a virus the SSSS is now a problem for all of us. Please help!</p>	Closed	1/26/2013 9:27 PM

(b)(6)

I am repeatedly stopped by CBP when entering the U.S. and typically delayed a minimum of 2.5 hours and a maximum of 5 hours. The first incident happened in Fall of 2012 when I entered the U.S. by car at the New York Champlain crossing. I was asked to step out of my vehicle and handcuffed based on the fact that I was driving a potentially stolen vehicle. I was in a properly registered vehicle registered in my name, I was detained for 5 hours and asked questions such as "What is your involvement in the Arab Spring?" and "Have I sent and to whom have I sent money in reference to supporting the Arab Spring?" These questions were based on the fact that my family's heritage is Egyptian. I explained to the officers that I had never stepped foot in the Middle East and have never participated or supported any wars. I was asked the same questions over and over again by different officers over the span of several hours. My entire car was searched, my background was searched, my laptop was searched. Finally, I was told that I would be let go as soon as the CBP was able to get my car keys out of my trunk... because... they accidentally locked my car keys in my trunk. Subsequently, I have traveled multiple times by Air. When crossing the border at the Airport I am always stopped for Secondary with Border Agents and an SSSS appears on my boarding card which exposes me to additional scrutiny by TSA employees. My last trip was from Montreal to New York City with a 2 day lay over and then from New York City to Tallahassee connecting through Atlanta. On this trip, I was searched by TSA as a SSSS. Then, I was stopped by Border agents in Montreal and interviewed for 2.5 hours. I boarded my flight and when I landed in LaGuardia (NYC) I was met at my gate (when deplaning) by 2 Federal Officers and 1 NYPD Officer for an additional interview. Two days later when I returned to the Laguardia to go to Tallahassee I was once again searched by TSA under the flag of SSSS. When I went to board my plane TSA was at my gate to search me again. I flew to Atlanta where TSA was at my gate (when deplaning) to search me again and then they appeared at my gate when I was boarding the plane for the last leg. In all, on this particular trip I was interviewed and searched 7 times. Lastly, on this last trip, I asked a Federal Officer why I was being questioned so many times. He responded by asking me where my family was from. When I told him "Egypt" he replied "Oh, that's why". I would really like an explanation to what this statement means, exactly.

Was picked for additional check, my bags were checked and screened and nothing was found, was taken into a different room for additional check and all my possessions, electronics devices, handbag were checked and tested, I was being questioned by about five different officers at the same time, spoken to rudely and constantly being told I was lying and words being put in my mouth; for every question I was asked, it was interpreted the way they wanted to hear it, they practically asked and answered their own questions, I asked the reason why this was going on and how I was being intimidated and violated and was told that as a visitor, I have no rights and was subject to any checks or questionings, I did explain that I knew that as I am well travelled and mainly to the USA and have never experienced such rudeness and inappropriateness in my entire life and I pointed at the sign that says we will treat you with respect and caution, none of which I got and they just laughed n smocked, it was an humiliating experience for me, one I will not forget in a hurry, after it all I was denied entry, my estta cancelled and was further humiliated by being put in a security van with three officers with my belongings and taking from one terminal to another as they didn't even have the information right as to what terminal and airline they had booked my return, I have never felt so humiliated in my entire life, I am a mother, a wife, a daughter, a sister, no courtesy was accorded me in anyway, not even a simple explanation as to why I was being denied entry or why my estta was being cancelled, furthermore, my passport was stamped, they all seemed like they were having a fun day at my expense, if anyone had told me a similar story I would have thought it was made up but I can definitely relate, the constant you are lying, tell the truth, I have no reason to lie, I answered all questions according to my ability and in all honesty, I have been going to the USA and so many other countries all my life, I have never encountered anything so shocking and humiliated, I felt so violated, they had all my prints taken, my pictures taken, passing derogatory comments about me being on the dole, I really felt like it was the dark age all again, for the first time in my entire life, I felt really discriminated against and I am not one to feel that way as I have mixed and lived with all races and colour and do not play the race card, they had me in holding for hours like a common criminal, I do understand that they are doing their jobs but I believe with every job, we are allowed to use our descriptions and also to treat people with respect, they showed non of that, it was a very disappointing experience.

Passport Number (b)(6) On this day I had a same-day Return-trip Frankfurt-Charlotte-Frankfurt with US-Airways. In Frankfurt I received both Boarding Passes for the Inbound and Outbound flight and I also had a confirmed hotel reservation for the night in Charlotte. On my Boarding Pass to Charlotte I had "SSSS". After passport control in Charlotte, I was asked to follow 2 officers in their office. They opened my luggage, looked in my mobile phone and my laptop. They asked me things like: "Have you ever been in Syria?" or "When was your first visit in the USA and what have you done during this time?" They took pictures and hand-prints of me. After some hours they stamped my passport and wrote: "Escorted back to plane by (b)(6) No one of the officers explained my why this screening was happen and I was not allowed to phone the German Consulate or Embassy!

I moved to US in 1990, and been US citizen since 2011 and currently working at one of the largest water utility as an IT executive. In the last 20 year I have been traveling within the states as well as overseas for business and pleasure. Recently years I have traveled to Asia as well as Europe for business and never had any problem either leaving US or coming back. Unfortunately my most recently, trip to Pakistan in July 2011 was not a present experience. On this trip decided stopped-over for few day transit in Saudi Arabia to perform Umra (Religious Obligation, paying visit to holy shrines). On June 25, 2011, when I arrived at the Regan airport, Washington, DC to catch my connecting flight to New York, I was identified as one of the candidates for secondary security screening (First time in my life) and had to wait for a long time before permission was granted for me to board the plane. Same process was repeated at all the connecting airports and I was always the last person to get on the plane. On July 7, 2011, I was schedule to leave from Islamabad, Pakistan airport to get back home, US. When I arrived at the Islamabad airport, I was denied the boarding and told that clearance has to be granted from US before boarding pass be issued to me. I waited patiently for hours and hours and now it was getting closer to the flight time and I still did not have my boarding pass. On the other side of Atlantic, back home my wife, who was pregnant and expecting delivery of our second child in few weeks, was waiting and worried why I was denied the boarding and thought what if I cannot be with her in the delivery room was unimaginable. At the end after waiting for a long time, I was granted permission to board and the plane left for Dubai. At Dubai not only I had to go through the extra security screening at every security check. When I was seated in the plan, the staff approached me as asked to hand-over my Passport and it was brought back to me only few minutes prior to the take-off. On July 7, I arrived at the JFK airport and was greeted by two border protection officers just outside the plan door and was escorted to a special area and was kept there for 3-4 hrs. During the detention, all my luggage was searched, my electronics (cell phones, iPad) as well as my credit cards plus other belonging, books, notes, documents was taken into the custody of the airport officials and taken away for few hours. In addition I went troughs detailed questioning session by one of the officers and my answers was recorded into the system. When released after 3-4 hour, I have already missed my connecting flight to Washington, DC. In addition most recently when I traveled to speak at conferences few times, I had to go through the same secondary security screening and clearance process.

I dont know if my name is similar to that of a criminal or if this is some kind of racist attack on people of Arabic descent. Regardless, I was born in Canada and have never stepped foot in the Middle East. I am positive that enough searched have been done on my identity in order to clear my name and assign me a redress number.

Closed  
1/28/2013 8:05 PM

Closed  
1/30/2013 10:42 PM

Since I with my family are planning to travel overseas in the middle of March, therefore I humbly request that you kindly expedite this request, if possible. I hope that we do have to go through this experience again. Thank you very much in advance fro your help in this matter.

Closed  
2/11/2013 9:54 AM

TSA000870

(b)(6)

On 7/13/2012 my brother in law, (b)(6) was returning to his home in Mexico after being with me and my family for approx 3 mths. Having his visa laser and permit(I-94) that was grante for 6 mths in El Paso TX Port of Entry, he stayed with us in our home in Carlsbad NM. During his stay he traveled with us to various parts of the USA, including Ruidoso, NM, New York, Connecticut, Las Vegas NV and the Grand Canyon. This was his first time in the USA and had a wonderful time visiting but upon returning had a horrible experience with CBP at the Presidio TX Port of Entry. (b)(6) purchased a ticket with Transportes (b)(6) leaving Carlsbad NM on 07/12/2012 and to arrive in Chihuahua on 07/13/2012. He has a business that he has in Chihuahua Mexico and needed to return. Upon arriving at the Presidio Port of Entry and prior to entering Mexico (b)(6) was returning his I-94 (3 mths earlier as was to be returned in Sept 2012)as he was informed to do so. (b)(6) was questioned by officer (b)(6), (b)(6) as to what he was doing in the US and responded by saying he was visiting family. The officer asked if he had worked while visiting us and (b)(6) would answer "no". The officer then went on to scare (b)(6) by saying cameras were on and recording him and he should not lie about working. The officer also said he shouldnt lie to the United States government. Jonathan kept telling him he didnt work. During the interrogation (b)(6) told him he helped us with some painting and the officer then told him he had committed a crime by working because he had accepted a small cash gift my father had gave him for helping us paint. This was a gift of appreciation and absolutely not a payment for any work, as he did not work at all while here. The CBP officer then detained Jonathan and coerced into admitting to working, which he did not do! According to Form I-275 (Withdrawal of Application for Admission) he was applying for admission into the US. This is false. He was returning to his job and home in Mexico. The form also states he falsely represented himself as a nonresident alien visitor to US. He was visiting and he did have a valid Visa Laser and I-94. Jonathan was arrested and coerced into stating he was working and in fact never did during his visit. The officer scared him by stating he could go jail for a long period of time. This is against legal rights! We did write a letter to (b)(6) Port Director, in Sept 2012 and have had no response. This is clearly against civil rights and immigrant rights to treat someone like that and make them lie. It is ethically wrong. (b)(6) laser Visa was cancelled and taken away. We then put in a complaint with CBP and asked to do a internal investigation of this case and received response from Officer Balero to proceed with a redress thru DHS Trip. We request that his visa laser not be cancelled as he did nothing wrong. On the contrary the officer did do wrong by coercing (b)(6) to lie if not he would go to jail. We ask for your assistance and attention in this matter as it is greatly appreciated.

Closed

2/15/2013 1:27 AM

My husband, (b)(6) had filed a redress letter on January 22 of this year outlining our problem with crossing the border into the US. His assigned control number is 2168703. I had hoped the redress process would include me, but I think I might have to start my own file. So, Ill restate the situation again and perhaps have you assign me my own control number. My husband and I are lifelong Canadian citizens, born and raised in British Columbia. In 2009, we sold our condo in Burnaby, where we had lived and worked almost all our lives, and bought a small publication in Kamloops, BC, which required us to relocate there. (b)(6) sister, who also lives in Kamloops, told us that their neighbour, who wintered in Mexico, was looking for housesitters to watch their property while they were gone. We thought it would be the perfect opportunity to get to know the city and areas first before buying a new home. So we agreed to housesit and rented a PO Box for our business mail. This housesit ended up leading to other such opportunities in Canada, the US and Mexico. Since we ran the publication from our laptops, we figured it would be easy enough to work from anywhere. And, in between housesits, we live with (b)(6) parents. Since they are elderly, they rely on us for help with yard work and house work, which we do instead of paying rent. When we attempted to cross the Pacific Border Crossing (Truck Crossing) on April 11, 2011, for our first US housesit in Seattle, Washington, the border agent asked us the purpose of our trip. After we explained our intention to housesit (for free, as there is never any money offered, since the arrangement is free housesitting in exchange for free accommodation) for two weeks, the agent directed us inside. We were questioned for several hours, photographed, finger-printed and sent back to Canada. The guard was likely suspicious of our situation because our address at the time was a PO Box in Kamloops and our passports still reflected our home address in Burnaby. Thinking this was a one-time anomaly, a year later, on May 1, 2012, we attempted to visit family in Bellingham, Washington, using the Huntingdon Crossing. We were again directed inside, questioned again at length, photographed and finger-printed again, and again denied entry. Frustrated, we decided we would no longer attempt to housesit in the US, and stick with Canada and Mexico. This is only slightly inconvenient as we must now use airlines that do not stop in the US en route to Mexico. It is also unfortunate that we can no longer visit family in the US or stay at (b)(6) parents and brothers vacation property in Glacier, Washington. As inconvenient and unfortunate as this is, we could live with it. But now, our brother-in-law, who lives in Bellingham, has been diagnosed with terminal cancer, and has been given three months to live. We would like to visit him while he is still alive, and, when the time comes, to attend his funeral. We feel we have been unfairly banned from the US. We have committed no crime, we have no intention of working, living or studying in the US, we simply have an unusual lifestyle in that we are semi-retired and use housesitting as a way of traveling without paying for accommodation. Although we do not have steady income (we have since sold the publication), we do live on the proceeds from the sale of our condo, and we pick up the occasional freelance work as writer and photographer. Nothing about us should signal any kind of risk by allowing us to visit family (now urgent) in the US. We respectfully request that the ban on our entry be lifted. Thank you. (b)(6)

Closed

2/16/2013 5:16 PM

I was traveling from Houston,TX to Sacramento,CA by American Airlines on Friday 2/15/2013 and was not able to print my boarding pass from home (been the case for the past 6-7 years) and after printing it at the airport kiosk, SSSS was printed in bold on the boarding pass (AS the case in past 6-7 years) and was chosen for additional screening (As the case in past 6-7 years). Same thing happened in my flight back from Sacramento to Houston on Sunday 2/17/2013 on US airways This happens all the time in my domestic flights.

Whenever Im coming back to US from an international destination, two US Immigration officers are always waiting for me on the gate of arrival and escort me to the immigration center where I spend 1-3 hours (As the case in past 6-7 years which started with 5-6 hours). All my personal items and belongings get searched, my phone and electronic devices are taken and I dont know what happens with them or the information on them and I get asked same exact questions every time then the officer hands me the regress form, I filled it here on November of last year and still didnt get any response. I received an e-mail that my request was processed and when I entered my regress number, I was told that I should receive something in the mail but this didnt happen as of yet. Thank you for letting me know what should I or Shouldnt I do to change this situation which causing, is causing and continues to cause me and my family great discomfort, inconvenience and frustration. Thank you so much for understanding and for expediting my request.

Closed

2/24/2013 3:28 PM

I have been living in USA since 2001. Every time when I have to go out of USA or come in to USA, I have to face additional screening, which always causes me and my family to miss the flight. I have been screened countless times during my international travel and every time we have missed the flight. My family (my wife (b)(6) and son) and myself have to go through tremendous mental torture during this process. Note that I was travelling to Canada on a vacation with my family on May 25, 2012 travelling experience for myself and my family (my wife (b)(6) and coming back to USA on June 7, 2012. At the MIA airport as I was boarding the flight I was stopped along with my family and was told I have to go thru additional screening plus I will miss my flight. I fully cooperated with the authorities, however, note that we had to sit in the room for nearly 8 hours with my 3 yr old son. Eventually in horrendous. Please note that I and my family have always fully and the morning at 4 AM they cleared me and my family. However, they did not immediately return my electronic media (2 laptops) and after approx. 4 months when I received unconditionally cooperated with authorities for the last many many them, they were broken and when I claimed the damage, I was denied the compensation. Similar additional screening happened when we were coming back from Canada years. We want to travel without this pain so that our travelling plans do not get messed up due to additional screening. Please consider the fact that my family and my additional screening has been happening for many years and we have ALWAYS fully cooperated. Please take into consideration mine and my familys extremely cooperative and good behavior and I respectfully ask the authorities to remove my name and my wifes name from the additional screening list. Thank you.

Please note that I and my family are extremely law abiding citizens and love this country USA as much as any patriotic American. The (b)(6) travelling experience for myself and my family (my wife (b)(6) and my son now 4 yr old (b)(6) has been getting Please note that I and my family have always fully and the morning at 4 AM they cleared me and my family. However, they did not immediately return my electronic media (2 laptops) and after approx. 4 months when I received unconditionally cooperated with authorities for the last many many them, they were broken and when I claimed the damage, I was denied the compensation. Similar additional screening happened when we were coming back from Canada years. We want to travel without this pain so that our travelling plans do not get messed up due to additional screening. Please consider the fact that my family and my additional screening has been happening for many years and we have ALWAYS fully cooperated. Please take into consideration mine and my familys extremely cooperative and good behavior and I respectfully ask the authorities to remove my name and my wifes name from the additional screening list. Thank you.

Closed

2/24/2013 9:07 PM

TSA000871

<p>(b)(6)</p>	<p>On December 12, 2012 I was traveling with my family from Venezuela to Fort Lauderdale making a stop in Aruba, after I had placed my hands on the Device the immigration officer start asking me the following questions: Have you ever had any problem in United States? I was totally surprise from the nature of that question, and my answer was No Since I never had any problems in United States nor in any other countries. The immigration officer told me here on my computer is showing me that you had a problem I reply back to the officer telling her No, I have not had any problem on United States The officer asking: Have you tried to stay illegally in the United States? My answer again was No The officer ask: Have you ever had any kind of problems with the United States Police? I was shocked by the Immigration officer question, and one more time my reply was NO These questions were repeated over and over again for 45 minutes approx. Then the immigration officer was asking me you have to help me and my answer was how I can help you with something that I don't know Then the immigration officer typed something on the computer and finally let me continue with my flight to United States. On February the 12,2013 I flew from Venezuela to USA, and one more time I was stopped by the immigration officer but at this time they sent me to a room and holding me for about 2:45 min, asking me again the same questions above mention over and over again. Then the immigration officer ask me what happened on 1965? I answer back to the immigration officer I don't know what happened on 1965</p>	<p>I want this issue resolved at once, is a very uncomfortable situation and one more time I have not committed any crime here or anywhere in the world. Sincerely Irene Mora</p>	<p>Closed 3/9/2013 11:45 AM</p>
	<p>My name is (b)(6) My US Passport number is (b)(6) have been employed by American Airlines as an International Purser / Flight Attendant for over 34 years now and been employed as such without so much as even having been fined by USCIBP for possessing even an apple, much less anything else, and yet my last "30 something" work trips in a row have seen me be stopped by USCIBP upon my every "re-entry" into the USA, then detained for upwards of 2 to 3 hours at a time by them, while they process my documents, search my bags, and on one occasion, even my person. I know this is their right and that they are doing their jobs and that anyone is subject to being randomly searched, etc., but what I am being put through is nothing short of harassment and now my reputation at work as well as my emotional and physical health is being effected by it and so I am finally writing you in hopes that you can put a stop to me being treated so. A little background as to how this all started is in order.. Several months ago, and just after I began being stopped, detained, searched, etc., I was given a piece of plain white paper by USCIBP Agent (b)(6) with the hand written name (b)(6) on it and the cell phone number (b)(6) and told that I would continue to be stopped until I spoke with (b)(6) (Special Agent (b)(6) of the FBI) I phoned him that very same morning and while I had been up all night and still had a 3 hour drive home to contend with I still made arrangements to meet with him and his partner at MIA International Airport later that same day. In my "interview" with them I was told by Special Agent Beck that my name kept coming up in his investigation into some American Airlines crew members as someone who predominantly flew Americans Deep South routes, that he was investigating an electronics smuggling ring involving AA Flight Attendants who flew these routes, and he also asked me to tell him whatever I knew about such a ring (which was then and still is nothing.) I told him then that all I know are rumors. That I had never been asked by anyone to participate in such a thing and that I do not know anyone who does such things. Agent (b)(6) asked me to give him some names of people I usually fly with. When I told him I didn't feel comfortable doing that as it might imply guilt on their parts he became hostile and threatened me. He told me he could make my life very difficult (and I have every reason to believe he since has.) He told me then that I was on the USCIBP "list" because he put me on it and that ONLY he can take me off? He talked about the Patriot Act. He said the smuggling ring was smuggling information out of the US that was intended for international terrorists. He implied I was being something less than a good American for failing to be able to help him. Today I, in a last ditch effort, I texted Special Agent (b)(6) and asked him to please take me off the list. I told him I didn't want to have to make this report. He phoned me back (twice) and told me HE HAD taken me off the list, that he had cleared me of any wrong doing some time ago, and that NOW I am on the list because USCIBP, (the very people who keep telling me they have nothing to do with this and that their hands are tied until the FBI says to let me go) must still want me there? He also told me it might be because his department and the USCIBP at MIA International Airport haven't been getting along very well. REALLY? As I have stated, my health and professional reputation are at stake here. This is my career. I am god at and love what I do. I am also the sole support of my elderly mother and we cannot afford for me to be sick. I commute after most of my trips 137 miles by motorcycle to LaBelle, Florida. Thats AFTER 8 to 10 hours of working on an airplane, AFTER several time zone changes, AFTER all night flying, all that is followed by the stress of me never knowing for sure how I will be welcomed back home to the good old USA or how long it will take for me to get out of Immigrations / Customs on any given morning is quite honestly taking a real toll on me. Sincerely, (b)(6) American Airlines International Purser / Flight Attendant 61716. US Passport (b)(6) E-mail: (b)(6)</p>		<p>Closed 3/15/2013 12:22 AM</p>
	<p>I received my green card in June 2012. In August 2012 I went to visit my family in Kazakhstan and on the way back to NY while clearing the customs I had to go through an additional screening. It was ok for the first time because I thought it was my first re-enter in the US since I became a green card holder and I considered it a normal, usual procedure which I need to encounter once. However, it wasn't over. In November, 2012 me and my husband went on vacation. On the way back, going through the customs again I had to face additional screening. But it was much more annoying that time. I had to spent an hour waiting for my turn to be screened and meanwhile I wasn't able to let my husband know what was going on, because it was not allowed to use any mobile devices. So it was a very stressful experience for me and my husband. When I asked the officer what was a problem and why it happened to me for the second time in a row, he said, I had some note on my record from SEVIS which requires additional screening. As soon as we got home, I called SEVIS and they didn't find anything wrong with my record. They advised me to contact DHS and file a redress. I hope you will be able to find out what is wrong with my record and will be able to avoid this stressful trips to a screening room in future. I appreciate your help very much. If you have any additional questions, do not hesitate to contact me at any time. Thank you in advance. (b)(6)</p>		<p>Closed 3/18/2013 11:10 PM</p>
	<p>In 2009, while I worked for Microsoft, I had a trip to Atlanta for which I needed to apply for ESTA. During this application I used my arrow keys on my keyboard as the scroll- function of my laptop touchpad was broken. With filling in the (crucial) Yes/No questions, apparently the last question switched to yes (this is what was told to me), causing from July 4th until July 25th, visiting the West Coast (LA, SF, etc) my ESTA application to fail. Ever since, every time I travel to the USA, I'm being send to a second screening area. As I haven't got any violent/criminal background or anything that my cause that I would not be allowed to enter the USA, I do get the approval every time, but it would be much more convenient and relieving if I do not have to do this anymore. I have filled in new ESTA applications over time, and also got myself a VISA (VISA R, Type B1/B2), hoping that this would clear the problem, but it didn't. Hopefully, you are able to clear the problem or "reset" my account in the system, so I can apply for new ESTA and be able to enter the USA (which I will travel to again upcoming summer) without any problems.</p>	<p>Thank you in advance. I will travel to the USA upcoming summer, from July 4th until July 25th, visiting the West Coast (LA, SF, etc) Best regards, (b)(6)</p>	<p>Closed 3/20/2013 4:30 AM</p>
	<p>I would first off like to state that each and everytime I cross the US/Canada border in Windsor, Ontario/Detroit crossing, weather it is the bridge or the tunnel I am always subject to screening but tonight was one of the worst experiences I have ever had and I felt very threatened and harassed by the officer there. At around 1:40 am my mother and I crossed the Ambassador Bridge into the U.S to make our way to the Detroit Metro Airport (KDTW) where we were picking up my sister from her delayed flight coming in from Paris, France (flight number AF 378 or DL 8572). We were given an orange slip and told to pull into the search area, the officer walked up to the window told me to open the trunk, open the hood, shut the car off put the keys on the dash, and to leave all cell phones and electronics in the car as we did so and was advised to go into the office. I then opened the car door walked out of the car and was walking behind the car to walk into the office as I saw a door to the other side of my car. Officer (b)(6) badge no. (b)(6) aggressively told me that he was going to handcuff me because he felt as if he was being threatened from me walking towards the office behind him while 4 officers were right beside him, he did not tell me where the office was located he did not tell me whether to walk in front of the car or behind it, he just simply said go into the office. I am sure 99% of people do not know where to go when they are sent in for screening. I felt very threatened and harassed by the officer behaviour and this is not the way to treat anyone, I am not a dog. This situation made me feel very threatened and harassed and on top of that the officer did not close the hood. I was driving on the highways and luckily the hood did not fly open as it could of caused death to me or my family. I Called the border and talked to supervisor officer (b)(6) (badge no. 325) which gave me the information of the officer. This experience has given me fright and embarrassment to cross to the U.S as I was put into a situation that can never be forgotten and could of caused death from the officers lack of providing safety to travelers. I would like something to be done about this! Please feel free to discuss anything by phone.</p>		<p>Closed 3/22/2013 4:48 AM</p>
	<p>i travel frequently on business , on february 27 went to the bahamas , got a business licence and paid them with the money in my pocket , on my return i was fully searched unknowingly one of the notes was according to bahamas immigration was a fake and they informed us customs and as i always have done for the past 25 years declared the currency in nassau , and they searched me - which i have no issue just the way i was treated , i have explained all to office andrea in US customs complaint department , i travel frequently and trying my best to re build my business as i had a major loss in 2011 and nearly lost all what i had built over the past , my business is all in the islands and i export appliances /electronics and now souvenirs and general merchandise , and i need to travel to expand my customer base</p>		<p>Closed 3/26/2013 12:16 PM</p>

TSA000872

(b)(6)	I traveled to Toronto in Feb 2013 for the first time after becoming a US citizen in 2011. I was put through secondary screening that lasted for over 1 hr. In addition to a pat down search at the screening area, I was also held up by Customs agents who took my laptop and Cell phone. I was stopped again on my return at Toronto airport where again I was taken to secondary screening. Since then every-time I have traveled, I am being subjected to secondary screening.	Closed	4/22/2013 5:18 PM
Dear Department of Homeland Security Officer: I am a scientist, MIT graduate and, currently [REDACTED] (b)(6) [REDACTED] in Israel. In Feb. 2005, I was denied a B1/B2 visa based on section 212(a)(3)A without any explanations regarding the reasons. Since then, the issue was cleared and I have been issued a number of multiple entry visas (J1 and B1/B2) and visited the US many times including my sabbatical year at MIT, conferences and visits to my research collaborators. Nevertheless, ever since, I am being repeatedly detained for additional questioning at the US border control. The amount of time this process may take is unpredictable, sometimes causing me to miss my connecting flight. The border control experience during my recent flight through Philadelphia, PA on Nov. 26, 2012 was particularly intrusive and demeaning. I was, as usual, detained and the border control officers meticulously questioned me about all my personal documents that happened to be in my bag, went through my personal files and emails on my laptop computer, and performed radiation screening of my personal belongings. I insist that I am a decent and honest person representing no threat to the security of the United States. Therefore, I am asking the DHS staff to review my case and remove any alerts that cause delays in my visa applications processing and delays during my entries to the United States. Sincerely, [REDACTED]	Closed	4/24/2013 8:43 AM	
I arrived via Greyhound Bus to Buffalo, en route to New York City, where I had a flight booked to Delhi from JFK. When the officer at the port of entry interviewed me, he asked me for an itinerary, which I couldnt show on paper, but only on my laptop, which he rejected. He then proceeded to inspect my luggage, and he pulled out a boot, which he looked at and then remarked that I wasnt coming in to travel. I was then told I wasnt allowed entry into the U.S., had my biometrics and several photographs taken, and then sent back to Canada. The next day I arrived at the Rainbow Bridge Port of Entry with my then girlfriend, who had booked me the ticket, to try to explain to the officials there that this was a misunderstanding. I was told, after a day of deliberation, that the next time I tried to enter without the required documentation, that I was going to be arrested and placed in a federal prison.	I dont remember exactly which day this happened as it was 3 years ago, but I know it was between the 8th and the 15th of August, as of the 16th of August of 2010 I was in India, as the Indian immigration stamp in my passport attests.	Closed	4/25/2013 1:50 PM
I am always SSSS for all my National trips within the USA or to Canada. I had been cleared once but as of Aug 2009 I have been flagged again. As of May 17 2011 I am always QUAD S. I have complete respect to DHS and TSA procedures for all their concerns. Since it has been two years that I have been going through this problem, I should be entitled to some relief. Also, on my return from Canada to USA I am held for 5 hours for all kinds of interviews, questioning, copying of my laptop content and other investigations. I have full respect but going through this every time for all these years for 5-6 hours and missing my flight every time is really inconvenient. I am a professional business developer and this affects my efficiency drastically.	ALL TSA, DHS, ICE and CBP personnel have always been nice and cooperative and respectful. I have never had any problem with any of your staff as they never had any issue with me. I have received recommendations from two supervisors in Denver and LAX. MS. [REDACTED] STSO gave me a special card for LAX airport and wanted me to contact you. [REDACTED] STSO also filed recommendation and gave me a special card to contact TSA. All Denver supervisors know me and have helped all the time to expedite the process.	Closed	5/7/2013 8:25 PM
When re-entering the US after traveling to the Hajj pilgrimage I was met in the tunnel by CBP agents and they took me to a holding room. This is the 3rd or 4th time this has happened. I was detained for 4 and a half hours. I was questioned regarding my travel, my occupation, place of residence, why I traveled, how much money I traveled with, my travel activities, etc. My electronics were taken from me including my iPad and iPhone and later returned to me. At no point during this entire process was I told why I was being detained. All my luggage was searched through by CBP agents. I was also not told how long I would be detained, whether I would make my next flight or not, when I would make it home. I had no way of contacting my family in Oklahoma City to update them given my phone was taken away.	Would like to be able to travel without being subjected to unnecessary detainment and questioning.	Closed	5/9/2013 2:31 PM
For the last ten years I worked for TSA Contractors Raytheon and L-3 Communications Installing Metal Detectors Body Scanners and explosive detection systems thru out the nation. I recently switch career into medical device maker called Nanosphere in Northbrook, Illinois.	Lately I am getting selected for extra security and it is embracing for someone like me who worked to protect this country of ours. Please help me to remove my name from this list. Thank you.	Closed	5/19/2013 6:17 PM
Everything started when I flew back in from Venice Italy from a business trip I took out there for CosmoProf Bolongia 2013. I was detained and asked to have my belongings searched. Then I flew to Mexico City for Business on April 18th of 2013. When I came out of the plan, I was approached by 14 Mexican Federal Police Officers stating that the United States asked for me to be detained and asked my reasons for my travel. My documents where photograph and so was I. After 30 minutes I then was stopped by immigration and told the same thing. I was detained another 30 minutes. Asked the same Questions. I then came back through Newark International airport and asked to speak to a customs officer about my detaining. He had no answer but to give me a pamphlet to read it and to discuss either by mailing or by electronic form. After I picked up my luggage I was then searched again. A Customs officer then poked through with a "probe as she put it, to me more like a screwdriver" and ripped a hole through my laptop compartment in my backpack. Something that I did not take well. I would like to know why I am being detained when in the past 32 years I have never been detained for additional screening.	Closed	5/20/2013 5:43 PM	
In June 2012, my employer Wieden+Kennedy, Inc. gave me a commemorative gift in recognition of my work. As a joking reference to New Yorks edgy sensibility, the novelty gift was a bottle opener that looked like brass knuckles. I put the gift into my laptop bag and forgot about it. On July 14, 2012, I was at LaGuardia Airport on business, filming a commercial for Delta Airlines. I put my laptop bag through the security scanner. The Inspectors immediately discovered the novelty bottle opener and asked me to wait while they called the Port Authority police officers. I explained to them that I was not trying to board a plane, I was there to film a commercial, and that the item was a novelty gift, which I had not intended to bring with me, and certainly was not intended to be used as a weapon. The officers informed me that my explanation was irrelevant because "brass knuckles are illegal in the state of New York." I was handcuffed and escorted by police car to a cell in a police station near the airport terminal. I was not asked many questions. The police took my prints and I was held for about 3 hours before being released. The police kept my bag and the knuckles. I received the rest of my belongings in a plastic bag and had to walk back to the airport terminal building to get a taxi to return home. I received no information from the police except a notice of a court date in Queens. My employers law firm, Davis and Gilbert, wrote a letter to the Queens County District Attorneys Office to explain the matter. The District Attorney Queens County dismissed the matter prior to the Criminal Court Arraignment and sealed the records. (Arrest number [REDACTED] Arrest date 7/14/2012)	I fully understand that the security personnel at LaGuardia Airport are commissioned to protect the safety of air travelers and that they performed their job as required. The incident was a misunderstanding. I did not intend to "carry a weapon." I did not recall that the bottle opener was in my laptop bag. Additionally, the item was a novelty bottle opener, not brass knuckles. I was not scheduled to nor did I intend to board a plane or cause harm to anyone using the bottle opener. The case has been dismissed, and I would sincerely appreciate U.S. Customs and Border Protections assistance in clearing my record to avoid secondary inspection each time I travel. I travel frequently in my position as a "Creative" with Wieden+Kennedy, Inc., a globally recognized advertising company. Upon issuance of a Redress number, my attorney will e-mail support documents, including a letter from my employer, a copy of the letter sent by my employers law firm to the District Attorney, and the notice that the arrest was dismissed. I am now a permanent resident of the United States and have passed the relevant criminal background checks as a condition of that process. Thank you for your time and efforts on my behalf.	Closed	5/29/2013 5:02 PM
The past experiences were a typical pat downs after taken off several articals of clothing: shoes, belt and coats. Also the laptops had to be rearranged. I have also had body scans that could have radiation or something bad for humans, and sprayed on my hands and harms by a bottle with an unknown liquid. Unknown to my. Last encounter I the victim taken off flight 1247 because of a prank call or "bomb hoax" on the 09.06.2012 my birthday while attempting to come visit family. FBI, Anti-terrorism task force, Homeland security and SWAT all played important roles of quickly and somewhat safely of flight 1247, I sustained small bruises.. They kept me for 2 or 3 hours hands cuffed without food or water just to be enlightened there was major error in the message brought to PHIL airport security that morning. EVEN WORSE they were not suppose to mention my name to any media or anything and somehow that leaked. Im not sure from Medias connections but pretty position FBIs Officer [REDACTED] mentioned my name in an interview..	I am a content member of America, who loves the country as much as the people in it. Even the ones some dont want to love, unless of course its a danger for them to live amongst us. With this application I would also like to sharpen myself awareness in a situation where I can assist in not only our National Security, but beyond our Homeland. The World is a beautiful place to share, and USA is where Ill probably reside most of my life and maybe die here, so might as well be all I can be standing proud next to our Military and Law Officials.	Closed	6/1/2013 6:16 PM

TSA000873

(b)(6)

This all started when I thought I was saving money when I bought my airfare ticket for about \$500 cheaper, because the flight was within 3-4 hours. This however caused me to go through secondary screening. This secondary screening has persisted until now. I have traveled twice after that and in all three flights I went through secondary screening. My boarding pass has the SSSS mark on it. My personal bags were searched and they took my laptop. They went through my personal files on my laptop each time I came back from Lebanon. I was also asked many question about the purpose of my visit. I was also asked questions on my way to the US while I was in transit outside the US. I was once in transit in France and I was called to the gate and asked questions. The same thing happened another time when I was in transit in Germany. What probably made things worse, is that I was going to Lebanon, and there had been some problems in Lebanon at the time. Another thing that made the security officials suspicious is that I had some electronics with me from school projects. They were mostly concerned about the quadcopter that I took with me to Lebanon. We have a website for our project here [REDACTED] (b)(6) We made two quad copters, my friend (b)(6) kept one which is in this video

Closed

6/4/2013 8:31 PM

(b)(6) and I kept one which is in this video [REDACTED] (b)(6) The one that I took to Lebanon is in the second video. Please note that in order to use the two previous links, you would need to replace (equal sign) with an equal sign. I had to do this because the Incident Details box doesn't accept special characters such as the equal sign. The quadcopter was part of my senior year class project at UC Berkeley. The reason I left it in Lebanon is because my dad really like it, and told me I should save it with him, because I was otherwise thinking of selling it. Another school project I took there was a remote controlled car, but the security officials weren't as concerned about that one. The car was part of a class project also at UC Berkeley. I also had some electronics that I was trying to use at my dad's shop. I was trying to automate one of the mechanical printers he makes. The boards are from this website <http://arduino.cc>. This is the same electronic board that we used for the quadcopters. Two of my trips were to Lebanon, and one was trip was from Texas to San Francisco. The purpose of my first visit to Lebanon was to visit my fiance. The second visit was because I was going to get married there. It would be great if this can be cleared because I also suspect it has caused my wife's visa to be delayed.

Upon arrival at Detroit airport I was directed towards an HS official by the immigration officer. I was then held for over 1 hour while my bags were searched along with my phone and laptop. No information was provided as to the reason behind this although I believe it to be mistaken identity.

While travelling to the US for the 1st time in November, arriving in Houston before travelling on to Tulsa I entered with no problems. Upon returning in March to Houston this issue 1st came to light when I was asked whether I had ever stayed in Perth, Scotland. I replied no to this and was subsequently allowed entry. I am unaware as to any reason why I should be subjected to this treatment when entering in the US, something I will be doing frequently in my current working role as an auditor, and would be looking for this to be resolved at the earliest opportunity. I am currently in the US for 1 week but will be returning to Cincinnati sometime in July and hopefully I will not encounter the same issues.

Closed

6/10/2013 5:02 PM

I have been in the Merchant Marines for 13 years. On 3/25/13 Our ship called the Green Dale an auto carrier came into port in Vancouver Canada to deliver some cars. When Canadian Customs came aboard to clear the ship they searched everyone's room. I was asked about my hard drives. I was asked how many movies I had. I told them that I did not know because I had not been thru them all. I had about 11 TB worth of info on these drives. They spent several hours going thru only part of them and I was arrested and detained by Canada for 24hrs then they deported me. I was not charged but they kept all my electronics. When I came home I went back to work on another ship called the Maersk Montana. The ship went from Houston TX to Mobile AL. When we pulled into port in Mobile on either May 3rd 4th or 5th. There was about 7 very large men that looked and acted like something straight out of Arnold Schwarzenegger terminator movie. I was called to the captain's office and in front of my crew I was singled out. The chief mate came with us to my room where they demanded that I sign a consent form to look at my computer. They went thru the whole room and all the contents. They demanded I remove 2 pad locks from a cabinet. I explained to them that this stuff belongs to the crew member who is on vacation and I nor anyone else had the keys. The officers asked for the bolt cutters and broke the locks off. They delayed the ship from starting cargo leaving all the crew very worried wondering what was wrong. The officers after looking then just left not taking anything with them. On May 26/13 aboard the very same ship 2 Customs officers came on when the ship came into port Elizabeth NJ. The Captain came on the PA asking everyone to come to the captain's office to clear customs. I was one of the first ones up there and I was told by the captain that the customs wants to see me last. I was not allowed to leave customs sight and all the crew was coming up to clear customs and I was made to look like I had done something bad in front of my co-workers. I mean I was made to stand there like I was going to jail! Everyone was asking me what the hell is going on. I was really uncomfortable. When all the crew cleared customs I was asked to come into the captain's office then the customs made the captain leave his own office and shut the office door. I was asked questions including if I was a male or female and if I was surgically altered down below. They said they just wanted to be sure they had the right person. I told them I was going home today and that my suitcases are all packed. They again in front of every was taken to my room and searched unpacking everything, all the while the vessel has been delayed you got about 9 crew members waiting at the gangway to board the ship and about 9 people waiting to leave the ship. I mean everything was at a stand still while customs is busy with searching my room and asking all their questions. The 2 customs men kept asking me if this was all my stuff several times. They then once they went thru everything left the ship. I am 41 yrs old with no criminal record. I have been married for 21 yrs and we have a 20 yr old son. Because of work I travel all the time by plane and ships. I am very concerned that I also will be singled out by customs or screeners at the air port causing me to miss my flights and not even make it to my ship in time before it goes back to sea. I would be stranded and fired for failing to turn to for my ship. I am afraid the constant searches are going to cause me to lose my job. I did not know what was on all the hard drives. I was always trading hard drives on the ship it is a common practice. I did not think anything of it

I am absolutely horrified and upset about the arrest and now the fact that I am being singled out and harassed in my place of work. I now am afraid to go to work. Please if you feel the need to search or investigate me go ahead but please not in my place of work. Please this is going to cause me to lose my job. Thanks

6/10/2013 10:11 PM

I have been a seasonal visitor to California in order to meet my son who is currently studying at University of California, Riverside, and spend time together. In my recent visits I was subject to additional screenings every single time without clear reasons nor explanations.

Prior to my retirement as a vice president of LG Electronics, I had made several visits spanning over many years. I never had to encounter such a complication and an inconvenience with regards to entering the U.S. I have never worked nor generated any kind or source of income in U.S. Please examine my situation thoroughly to resolve the issue for the foreseeable future. Thank you,

Closed

6/23/2013 3:05 AM

TSA000874

(b)(6)

I am always referred for secondary inspection when re entering the US. Most recent incidents were a year ago when crossing the border back from Canada into Montana. I was locked in a cell for several hours while my family sat in the lobby and my vehicle was searched. Upon re entering my vehicle after the search my laptop screen was broken and apparently dropped. The agents were very rude and disrespectful. This past Saturday June 22 when I re entered at DIA from a flight originating in Tokyo Narita Airport. The agent here was very polite, professional and understanding. I am always referred for secondary screening despite having applied for GOES trusted traveler and being a honorably discharged US Marine. In 2002 I was charged with a State (not Federal) misdemeanor charge. For various reasons despite my innocence I consented to a "plea" on the conditions that I would not be entering a plea of guilty would not have criminal record would serve 2 years unsupervised probation on a Suspended Imposition of Sentence I successfully completed the probation and have had no further findings of guilt in any criminal proceeding.

6/24/2013 6:07 PM

In 2002 I was alerted that information regarding the possibility of child pornography being downloaded to a computer network under my name was reported. Long story short there were less than 3 images of what was reported to be child pornography found unknowingly to me under my custody or control amongst gigabytes of other downloaded internet material. I did not download these images. However, in an effort to put the situation to rest, and understanding that this was not a deliberate effort on my part, the prosecutor, the judge, and myself all agreed that if I made an Alford plea to the state misdemeanor charge that the images were in my custody, regardless of intent, that I would receive an SIS and 2 years un supervised probation. A clean record and everyone goes home happy. I agreed as a former Marine and single father of 2 young children whom I still have custody of and adore. This seemed like a quick and easy resolution to the problem. I was naive in the ways of our legal system. I had completed my probation successfully and completed both a Bachelorate and Graduate degree in this time. All while working full time and raising my 2 kids as a single father 6 years later US Attorney General John Ashcroft, formerly the Gov. of Missouri Passed the Adam Walsh Act that provided GUIDELINES for states sex offender laws and registration. Mo state law as applied does not require me to register. I was charged with a misdemeanor and granted an SIS in good faith. I have taken polygraphs and psycho sexual evaluations at my own request in an attempt to prove I am a good man with good values who is an asset to his community. (b)(6)

Closed

7/2/2013 3:32 AM

I lived in New York for two years prior to this trip and have never experienced the kind of hassling and security screening as I have on this one. This included my domestic flight from JFK to LAX where repeatedly after excessive screening and frisking; when presenting my boarding pass to board I received additional security screening. This got progressively worse when I was leaving JFK on 06/27/2013 to come back to Pakistan. Here I wasnt even allowed to touch my belongings, including my own passport,shoes or laptop. Someone at airport security asked another employee to watch me while she went to get some of my things, which is not only unnecessary but also humiliating. Additionally, when I asked for a pat down in private i was told i would have to wait half an hour- people dont usually have the luxury of that much time at airports so I had to choose to just be frisked in public for the third time in three weeks.

Dear Sir or Madam I have two issues: First in August 20,2012 at GRR airport when I was going to India and Pakistan for mission I was overwhelmed with at least five agents giving me a very hard time and they said my flat sandal and my laptop had explosives. After more than 2 hours they said I had not but I lost my flight and only late could get another flights. They could see I was with Jesus the movie and many sermons and my Bible. I hope that never happen again. I had already global entry, passport and permanent resident card and Texas Drive Licence. Secondly, as I am 1K at United, the TSA system doesnt allow me to make my check in online and the worst is I cant be in upgrade list (business first as I gave miles and co-paid)and I cant be in stand by list. After my check in it says : the message says "YOU ARE NOT CHECKED IN". Moreover: THIS IS NOT A BOARDING PASS". Even calling UNITED 1K they cannot help me. My name in my ticket comes

(b)(6) My Brazilian Passaport (b)(6) (b)(6) resident card (b)(6) (surname) and (b)(6) (given name) #  
(b)(6) expires3/06/22 Global entry (b)(6) -Brazilian (b)(6)

It has been the third time I travel to the US for business and after the initial screening at the border I got pulled into another room for secondary screening. Due to the amount of people there I had to wait for approx. 1 hour for my turn. When the officer called my name no question was formulated and after me inquiring why I had been pulled the officer noted that my name was common and was selected by the computer. My passport was returned to me and I could continue my trip.

Closed

7/2/2013 9:42 AM

My name before (b)(6) -address (b)(6) under old name many years before I get global entry and new permanent card because name changed I get married again (my late husband passed away to pancreatic cancer in 6/2007 (b)(6) United told e that my name doesnt match with TSA and I cant understand if it is because I didnt renew Redress name after get married, because UNITEd has my name as you can see in my tickets and page at united.com Please help me! (b)(6) (b)(6) 1K United (b)(6)

Closed

7/9/2013 9:42 AM

I am the (b)(6) (b)(6) Former Tyco Electronics) which HQ is located in Berwyn (PA) and I often travel there to meet upper management and report about the EMEA region. Most of the times I travel with some other members of my team and in the last 3 trips to the US I have been pulled into secondary screening which made me stay for more than 1 hour waiting until the officer cleared the passport and gave it back to me. In all the cases no additional questions were formulated which made me ask the officer the last time why I was repeatedly being screened twice and he noted that due to my common name I was selected. I would appreciate if I could get a solution for this situation because travelling quite often to the US is a little bit embarrassing for me that I get pulled into another room for secondary screening and have my team waiting for me. Thanks in advance.

Closed

7/22/2013 6:01 AM

With all due respect because I know everyone is just doing their job. I am a born United States citizen who is also an immigration lawyer and member of AILA. I also have family and a business in Ghana. Whenever, I travel I am being put in secondary, getting my bags searched and subjected to some really silly questions. What bothers me is that the questioning is insinuating that I cannot possibly afford to travel to Ghana regularly! I was asked what I do for a living numerous times. I was asked what my wife does for a living. I was asked why we "had so many laptops". Enough is enough..I am NOT a terrorist or a drug dealer. If you have anything to ask me, you know exactly where to find me. Please use your resources for the real threats out there. Thank you.

Only starting 2012 and at every entry to the US coming back from my work assignment in the Middle East, I am being directed for a Secondary Check (Letter C of Yellow Color is commented on my Customs Declaration Form by the main immigration counter officer) taking about two to three hours to be checked out resulting in missing my connection domestic flight. In May 2013, I have scheduled an appointment with and visited the USCIS Office in Fairfax, Virginia, and explained the situation and extended my concerns to the officer who has checked and confirmed that there is nothing wrong and advised me to write and mail to the US Customs and Border Protection Customer Service Center, which has been done in May 2013. At the last arrival on June 29th, it has been the worst, most offensive, and different than the typical ones in the previous arrivals since I have started to be secondarily checked, as I stayed for the secondary check for almost 6 and half hours (in between which I have seen and talked to the officer handling my passport for a maximum of 20 minutes) resulting in a major inconvenience for my family in the US and missing few scheduled commitments, in addition to luggage and personal belongings abnormal detailed search and check including my office laptop and project related documents, questions about friends, college mates, or colleagues of certain nationalities living or working in certain states. Please let me know of what is needed to be done to clear the situation and smoothen my arrival as it has been before 2012. I really appreciate your understanding.

I think it is a bit comical that you are spending resources on an immigration attorney who is easy to find. Meanwhile, there are other people out there who are probably walking right by you who you probably need to be stopping.

Closed

7/22/2013 7:36 PM

I have been in the US since 2001 under legal and outstanding status - Closed received my M. Sc. in 2003 from OU, Norman, OK, - enrolled in the Ph. D. Program since 2004 at UMD, College Park, MD - received my Green Card on February 19th 2008 (A# (b)(6) - employed by Jacobs Engineering (one of the top three Engineering and Project Management Consultancy Firms in the US of a headquarter in CA website: www.jacobs.com) since May 2008 as a (b)(6). My job responsibility job obligations and responsibilities is requiring me to be one of Jacobs management representatives in the Middle East Region specifically United Arab Emirates and Saudi Arabia where I manage and am in charge of some of Jacobs significant projects, and, accordingly, requiring me to frequently fly back and forth from and to the US and be present in the Middle East as needed for the assignments.

Closed

7/26/2013 6:39 AM

TSA000875

(b)(6)

On April 2, 2012 I attempted to enter the United States at Chicago-O'Hare Airport (Chicago, IL) on a valid F-1 visa [REDACTED] My file number is [REDACTED] The Event Number was [REDACTED] When I arrived at O-Hare, I had a valid Employment Authorization Document (receipt [REDACTED]) based on Optional Practical Training (OPT), and an employment letter from my OPT employer, CyberThink Inc. I was taken to secondary inspection, and a CBP Officer opened up my laptop computer and looked through document files in my laptop and found several resumes. He asked me many questions and took my statement. I explained that I had graduated from California State University, Los Angeles with a Master of Science in Information Systems in 2010, and applied for Optional Practical Training (OPT). My first OPT employer was Oneness Enterprise, where I was a Business Analyst, which is an IT position related to my degree field. In September 2011 I applied for job with CyberThink Inc. When I applied for the CyberThink job, my resume showed that I had almost 3 years of software experience, which was true. I was hired on October 17, 2011 by CyberThink as a Business Analyst, also related to my degree field. At that time, CyberThink had a consulting agreement with two other companies, Jupiter Consulting, and Accenture. CyberThink wanted me to provide services to its clients Jupiter and Accenture on a project in accordance with the consulting agreement, and the CyberThink recruiter told me that I had the technical abilities but I needed to present more experience on my resume or else the clients would not accept me. Therefore when interviewing with Jupiter and Accenture I presented a resume that showed I had 5 years of experience (which I did not have) instead of 3 years. The end-clients accepted me as the consultant and I then began performing IT services for them on behalf of CyberThink. The resume I presented to the end-clients did contain false information. The CBP Officer then said that I was inadmissible to the United States pursuant to Section 212(a)(6)(C)(i) of the INA for misrepresentation and fraud, and denied me entry into the USA. He had me withdraw my application for admission, and then cancelled my F-1 visa by stamping Application for Admission Withdrawn on the visa and in my passport.

7/31/2013 2:40 PM

I should not be subject to INA 212(a)(6)(C)(i) because I never made a Closed misrepresentation to a U.S. immigration official. I had a valid F-1 visa and EAD to work for my OPT employer, CyberThink. I presented a fake resume to the end-clients of CyberThink, so I could provide services on a CyberThink consulting project. I never presented the resume to an Immigration official for a benefit. I also believe there may be some misunderstanding with my answers to the Officer questions. When asked if the resume I presented to CyberThink when I applied for the job was true, I said yes. I had used my legitimate resume to apply for the CyberThink job and was hired based on my actual experience. When asked about the end-clients, and if I would have my job if I did not use a fake resume, I said no. I meant I would not be providing services for the end-clients if I did not use the fake resume. But I would still have my CyberThink job without the fake resume. I was supervised by and paid wages by CyberThink during the OPT period. At O'Hare, I was re-entering to resume my employment with CyberThink. I previously submitted a DHS TRIP - control number [REDACTED]. On Dec. 10, 2012 the CBP sent me a letter confirming that a CBP officer determined I was inadmissible when I arrived on Apr. 2, 2012, and that I would need a waiver if I wish to return to the USA. I applied for an immigrant visa as a derivative of my parents, and the U.S. Consulate denied my visa, because I have a misrepresentation finding in the system. I tried to explain to the Department of State, but the DOS stated on May 8, 2013 that consular officers are not allowed to look behind a DHS finding, and that if I wanted to address the factual basis of the ineligibility finding I should submit an inquiry to DHS TRIP. I request DHS to review my case, and re-adjudicate my inadmissibility finding to remove the misrepresentation finding from my record.

On April 11, 2013 around 4:30pm or so, my boyfriend and I were driving home from one of our frequent trips to Toronto when we were told to pull over and go into the office for screening. We drive to Canada and back quite often and have been doing so for the past 8 years so we are use to the usual questions and procedures involved when crossing the border. However, while we were sitting in the office, we were approached by an agent who demanded us to tell him exactly everything that was in our car. We told him we had our clothes, laptop, along with other personal belongings, and a variety of grocery items we had purchased at Korea Town. We had a trunk full of groceries and showed him the receipt which showed everything we had purchased. He then left and came back a few minutes later, visibly infuriated by something, and started to literally yell at us demanding to know why we had lied to him. He accused me of lying for not mentioning the 4 tangerines we had in our front seat with a bottle of water and some other chocolate snacks. My boyfriend and I were speechless for a few seconds as we were shocked by his tone of voice and behavior at which point the agent asked us what we do for a living and asked us if we talk to people on a regular basis at work and why we couldnt respond to him right away. We tried to explain to him that those items didnt even cross our minds and had he asked us directly if we had any fruits, we certainly wouldve told him. He didnt let me finish what I wanted to say and called me over to the main office desk where he went through my purse, taking out my wallet, going through every credit card, ID cards, etc.. while telling me that I will be fined \$600 for lying to him about the tangerines. What was worse was the manner and tone in which he conducted himself while he was telling me this. It became so bad that my boyfriend who was sitting about 25 feet away told another agent to call over the supervisor to know why this agent was screaming at me and treating me that way. When the supervisor and about 3 other agents came, they apologized and told us that we wouldnt be fined and we were free to go right away. However, we found out a week later when we were driving back from Canada that we were now flagged and that we would be subjected to additional screenings from that point on. It is our belief that this agent who harassed us during that incident had either a racial agenda (My boyfriend is Korean and Im Bulgarian) or some alternative motive to treat us the way he did. I cant understand how an agent with common sense would accuse 2 people who frequently cross the border and have crossed the border without any problems over the past 8 years of lying about 4 tangerines. As my boyfriend told the supervisor on the day of the incident, please review the surveillance video. We would be truly surprised if this was the first time anyone as complained about this agent.

My boyfriend submitted a complaint regarding this incident over 3 months ago but when we check the status online, it just says processing and mentions a possible delay due to incorrect information so we are submitting it again. Since then, nothing has changed and we are told to pull over for additional screenings each and every time we cross the border. In addition, I was subjected to a secondary screening at the airport on my way back from Bulgaria due to this incident.

Closed

8/3/2013 1:11 AM

Time & Date: 3:45pm, August 4, 2013 Place: JFK Terminal 4, Agriculture Search At the aforementioned time and place, I was directed by Department of Homeland Security Customs and Border Patrol unidentified officer 1 to an agricultural search because I was a passenger of flight MS985 and had more than two bags of checked-in luggage. After placing my luggage through the x-ray machine, Chief [REDACTED] called for an additional invasive search on one of my pieces of luggage with unidentified officer 2 as Chief [REDACTED] believed that there were plants inside. Unidentified officer 2 searched my luggage aggressively unfolding several articles of clothing and returned the bag in a disheveled state with my belongings thrown outside the bag. After performing a thorough search, unidentified officer was unable to locate any plants or any items not permitted for entry. I informed unidentified officer 2 that he could have searched my belongings with more care so that I did not have to completely repack my bag and re-fold my clothing. Immediately, Chief [REDACTED] shouted from a distance, we are just doing our job. I informed Chief [REDACTED] that unidentified officer 2 could have searched my luggage with more care so that I could have moved on quicker from the search process. Chief [REDACTED] shouted across If you were in Egypt, would you be able to even question the authorities there? I was shocked by the demeanor and discriminatory remark made by Chief [REDACTED] as I am born and raised United States citizen. I replied to Chief [REDACTED] that the remark was out of place and that he should not be making such remarks. Chief [REDACTED] walked over and requested my passport. I cooperated and handed Chief [REDACTED] my passport. He informed unidentified officer 2 to perform an IOA and note against me that I was uncooperative. Chief [REDACTED] directed me to sit in the seating area while unidentified officer 2 recorded my information. As I waited, I observed another chief (unidentified chief 1) approaching the agricultural search station. I requested to speak with him regarding the incident. I identified myself to unidentified chief 1 and informed him of the incident that took place. While talking with unidentified chief 1, Chief [REDACTED] approached us and continued to talk aggressively towards me. Chief [REDACTED] further noted that the area was monitored by microphones and cameras. As I was explaining the remarks that Chief [REDACTED] made to unidentified chief 1, Chief [REDACTED] noted that he had the right as a citizen to make such remarks. Immediately after Chief [REDACTED] stepped away. Unidentified chief 1 was very sincere and encouraged me to file a complaint. Unidentified officer 2 walked over with photocopies of my United States Passport (Passport No. [REDACTED] and a valid Indian visa and unidentified officer 2 handed back my passport. I walked over to request Chief [REDACTED] name and badge number in which Chief [REDACTED] complied by giving me his last name. As I walked away, Chief [REDACTED] shouted in a patronizing manner from now on, you will be seeing me every time you come through here. I ignored the remark made by Chief [REDACTED] and continued to exit the terminal.

I request that a full investigation is performed regarding this incident and in specific Chief [REDACTED] conduct. I also request that any action/notations/advisories ordered against me by Chief [REDACTED] are reviewed and removed. Thank you.

Closed

8/4/2013 8:41 PM

TSA000876

(b)(6)

I was travelling to Ohio from Brussels via Amsterdam and Detroit to visit a friend for my summer holiday. I was travelling under the visa waiver programme (ESTA). The instant I got off the plane in Detroit, a uniformed person demanded to see my passport, boarding pass and US customs form. He made some sort of mark on my customs form with a red pen; I then proceeded to the photograph/fingerprint station for visitors. Afterwards, I collected my bag and went to the check in desk. Before I handed over my passport, the same uniformed person took my US customs form and made a further mark on it. I was told to follow the blue line which led me to the customs check. The same uniformed officer was waiting for me there and proceeded to go through my luggage; contents of my pockets; demanded my phone password so that he could go through it; went through my wallet; demanded that I entered my password for my laptop and went through all my personal files. One other officer appeared and he also looked through my personal files. I feel this inspection of my personal property violated my civil rights also the sharing of my personal information with another officer. Additionally violated my civil rights. I was then instructed to proceed with them to the interview room. I was told to face the wall, put my hands on it, spread my legs and the officer searched me. The officers informed me that they had identified photographs on my laptop that my 17 year old friend had sent me from her home in Ohio. One of the officers then said to me; - It is clear that your intention is to have sex with this girl -. Such a comment was not only completely untrue, but in my view, unfounded and slanderous. Having had to give him the phone number of where I was going to stay, write down my phone and computer passwords, I was told to sit outside whilst they made some phone calls. Quite obviously, by this stage I was extremely frightened and started to physically shake. The officers attitudes towards me were aggressive, hostile and very intimidating. I did try to explain that I was extremely scared - being only 20 years old and experiencing the first time of travel so far from home alone. Their attitude towards me still did not change. Once more, I felt personally violated by this. One of the officers then informed me that they were not charging me with anything, however they were going to seize my computer. I asked - Why, how is my laptop a threat to national security? - to which he replied: - do you want to be arrested? We can do this our way or your way; you decide - I replied - I do not want any trouble, your way. I was further informed that I was being denied access to the United States because of my lack of ties to my home country. I was then given a phone number to contact when I returned home to find out how I could reclaim my laptop. I have made this phone call and it once more felt that I was being very rudely addressed, whilst I was being told that I would just have to wait to receive a petition to file in order to attempt to have it returned. I was also told that I could be given no time frame for this procedure. As I am a university student and the laptop contains my work and passwords to my online files and bank account (and also represents a significant financial investment), it is clearly imperative to me to get my computer back. Clearly, this entire episode has had a traumatic effect on me; not only have I lost almost a thousand pounds worth of travel fare; I have had to endure a distressing and alarming event; have had my laptop seized and above all, my good name has been tarnished. I am writing this record of my travel experience in the sincere hope that I may receive some form or redress.

I look forward to your prompt reply

Closed

8/15/2013 12:58 PM

I entered the USA 98,00,01,03,06,08 until January 6, 2008 I was stopped at the migration line in Dallas airport connecting to Las Vegas in my way to visit electronics show called CES. The reason I was stopped, I used the cell phone by mistake I did not know in that time I could not use the phone and really I did not see any signs that said that. In that moment I was asked if I wanted to appeal or withdraw my visa. I was very scared and did not know what was happening and was afraid that they were confusing me with someone else so my decision was forced to be withdraw my visa and go back the same day to Panama. Officer explained that I have the right to apply again for the visa but I was not eligible to enter to USA on that day, the immigration officer also told me that I could get an answer at the embassy in Panama, because they cannot tell me why I am not allow to enter in that day. They revoked my US visa and I came back to Panama. Then I applied again for the visa and the consul told me you around here again, it seemed strange to him that I was at the consulate to apply for the visa again. They did not have any information about my case. Since then I applied 3 times. My last application was in December 2010 and I have plenty of emails where I always try to keep track of my case and they always replied that status is pending or is in the administrative process.

I will like to fix this problem, because I have nothing to hide. Like I told before to consuls and ambassadors, you guys are more than welcome to know my family and me, we are not bad people, give us the chance to show you guys.

8/16/2013 10:37 AM

On 11/22/2012 [REDACTED] was stopped by CBP at San Juan International Airport and advised to fill out the appropriate forms for \$150,000.00 in cash that he was bringing into the United States. Cellphones and laptops were detained for data extraction. CBP Officer [REDACTED] and ICE Officer [REDACTED] kindly remove [REDACTED] from being referred to Secondary Inspection. He has been entirely investigated and cleared of any illicit activity.

Closed

8/19/2013 3:54 PM

[REDACTED] cell [REDACTED] confirmed that [REDACTED] buys and sells gold. There was no indica of any illicit activity. All detained items were returned. Upon entries at MIA on 01/23/2013 and 03/07/2013 [REDACTED] was again questioned about the same subject matter.

On September 30, 2012 my wife [REDACTED] US passport # [REDACTED] DOB: [REDACTED] and [REDACTED] US passport # [REDACTED] DOB: [REDACTED] forgot to eat an apple that we got from an airplane lunch box. We did not include it in a Custom Declaration Form that we filled out on a plane because we were going to eat it up before airplane landed, and completely forgot about it.

Since that incident, we are considered criminals for CBP and undergo a baggage search every time we cross the border. We understand that it is our fault with this apple, but now we have to change our trip planning accordingly because we travel quite often and baggage search takes much more time. We have already missed our connecting flights 2 times, and we have to increase our layover time. Also, most of the time we travel with our teenage children and we do not want them to see some of our private stuff like birth control devices (condoms) which happened before during such examination. In 2013 we were undergoing a baggage search 4 times, and nothing was found. Please, clear our bad records in your system. Thank you for your understanding [REDACTED]

8/24/2013 9:07 PM

On September 30, 2012 I [REDACTED] US passport # [REDACTED] DOB: [REDACTED] and my husband [REDACTED] US passport # [REDACTED] DOB: [REDACTED] forgot to eat an apple that we got from an airplane lunch box. We did not include it in a Custom Declaration Form that we filled out on a plane because we were going to eat it up before airplane landed, and completely forgot about it.

Since that incident, we are considered criminals for CBP and undergo a baggage search every time we cross the border. We understand that it is our fault with this apple, but now we have to change our trip planning accordingly because we travel quite often and baggage search takes much more time. We have already missed our connecting flights 2 times, and we have to increase our layover time. Also, most of the time we travel with our teenage children and we do not want them to see some of our private stuff like birth control devices (condoms) which happened before during such examination. In 2013 we were undergoing a baggage search 4 times, and nothing was found. Please, clear our bad records in your system. Thank you for your understanding [REDACTED]

8/24/2013 9:22 PM

I was held with my wife and my two kids (5 and 2.5 years old) for 8 hours in the CPB office in JFK. After being in flight for 15 hours, we spent the next 8 hours waiting in a room after being interrogated and our devices (iphone, ipad, and laptop) being search and scanned for hours. The officers were very kind, they offered us the Family room, snacks and water. But it was very exhausting and inconvenient. I dont want to go through this every time I travel. The officer mentioned that my name triggered the whole process and I believe it is probably a similarity.

The officer handed me a flyer for the DHS Trip and advised that I apply to it to avoid delays and interrogation in future trips - it was really a painful experience due to the long wait (8hours) and exposing my personal information by scanning and searching all our devices!

Closed

8/29/2013 5:18 PM

Always subject to secondary check - this was no exception, but the delay this time was fairly short (about five minutes). On multiple previous occasions the delay is closer to an hour.

Later that week I visited the Consumer Electronics Show in Las Vegas and came across a U.S. Customs and Border Protection Office so I asked about repeated secondary checks and they directed me to this site.

Closed

8/31/2013 3:12 AM

TSA000877

(b)(6)

After landing in Detroit (DTW) from Nagoya, Japan (NGO) on Delta airlines flight DL630 and having my passport cleared at immigration around noon on 8/29, I proceeded to exit customs but was forced to go through an inspection because the DHS agent suspected that my luggage was too small. Ironically, the next DHS agents checked only about half of my luggage; instead spending most of their time asking me inappropriate questions like who owns the institution where Im employed and what are their management policies related to vacation time, etc. After the agents spent most of their time checking the contents of my iPad and iPhone, I received both devices back, only to find that a business-related confidential folder of emails containing sensitive personnel information had last been opened. It was clear that one of the DHS agents had gone through these confidential emails.

DHS primary goal at customs in Detroit airport (DTW) is to make sure that nobody brings into The United States anything illegal. The fact that at least four DHS agents specifically commented that my luggage was unusually small and that only about half of my luggage was actually checked makes me wonder why they didnt check any more of it. Additionally, I have no idea why any DHS agent would want to know who owns the institution where Im employed and what their specific management policies are. This has nothing to do with anyone possibly bringing anything illegal into the U.S. That should be DHS primary concern at customs in DTW and the answer lies in passengers luggage which in my case they didnt thoroughly check; instead they spent most of their time going through confidential and business-related emails on my iPad.

Closed. Administrative  
9/1/2013 12:27 PM

My husband (b)(6) and I have encountered frequent secondary screening over the last three years. This is since my husbands case with laptop and both passports was stolen from our hotel during a pre-flight stay near Heathrow. The incident was reported and our passports immediately cancelled and replacement passports ordered for a flight some weeks later. We believe that the change in passport numbers on reissue and esta details may have produced some record of contradiction although all subsequent esta and travel details have been accurate.

As we own a property in America, in Bonita Springs, we fly over at least twice a year and find the additional questions and occasional back room screening very tiring after the long flight and late evening arrival. If this issue could be resolved it would make our trips to America much less stressful.

Closed  
9/5/2013 11:55 AM

I'm a UK citizen. I arrived back home now in London. New York and Colombia were a great and awesome experience for me. I made so many friends in Colombia. I was glad to see them all again. I will return to Colombia in 3 months but I doubt after what happened if I can ever return to the US. I had a deeply traumatic experience as I setting off from Bogota to transit to Houston and catch my plane to London. It all started when I joined the queue in Houston airport. He called me over. I gave him my passport. He asked me where Im going and I said home to London. He then asked me where I had come from and I said ....Colombia. I could see the expression on his face change. I told him then Im not entering the US Im just transit to London. But something about the way I said it made - something in him - change. He told me to wait behind a wall. Seconds, later a man came and told me to follow him to a room. I knew what this meant as I was in same situation in Miami last year. They wanted to know why I went to Colombia. I told them to visit my friends, (b)(6), and bring gifts I bought to them. They interrogated me for nine hours. There was one officer there who took a dislike to me his name was (b)(6). He was though the one was in charge of my case and would decide my fate. He checked all my iPhone, my laptop and everything in my bag to its innards. He suspected I was a drug person. But I told him that I have nothing to hide and not everyone who goes to Colombia is drug mule. I told please take my Xray if you suspect anything, I have nothing to hide. I gave them business cards of people I met in Colombia. But they never called to confirm and check. And he asked me very very private questions. He asked if Im gay. He asked if I ever shared a housing with anyone who is gay. Im gay but I felt like he was judging me and that my being gay was wrong. I told him I dont discriminate against anyone. When he didnt like my answers, he would send me to a cell room. I have never been inside a detention cell in my life and I was in panic attack. They shut the door and I couldnt believe what was happening. Midnight came and they removed my belt and my iPhone, my bags were in separate room. They gave me only my wallet to hold and my bag of insulin. I become truly traumatized when two correction people came at midnight to take me away. They shackled me. My hands cuffed and my legs through the cuffs. I couldnt believe it. Only 12 hours ago I was in a club in Bogota enjoying with my friends. They took me in a police car to what I later knew was the Houston Processing Center. This is where they hold those they suspect of committing Immigration offences. Every person held there was Mexican. After they booked me in they held me in a cell with about 20 others. I couldnt believe what was befalling on me. Everyone there wore orange jump suits like I saw in the documentary films and most were there for months on end while a court looked into their immigration case. Their conditions of the cell was horrific. Humid with no air conditioning, no seats so you had to sleep or sit on the floor. There was a open toilet and water area. The floors were littered by urine and used toilet paper. Everyone looked like they havent showered for weeks on end. The inmates were very nice and jovial people. I asked about them and they asked about me. I stood the whole time, not wanting an inch of my trousers to get dirty. Around 5am they took me back to the airport. They then told me that my visa waiver program was stopped, that I would be inadmissible under that visa waiver to enter the USA ever again. And that I would have to apply for a tourist visa at the embassy. From 5 am to 3pm I waited in a room till they booked me on the next flight out to London. I hate very little to eat and couldnt administer my insulin delivery as I had very little way of food to support it. I was escorted like a criminal to the plane while everyone else was staring at me. I arrived home a day later than I planned. A truly horrific experience.

I admire and love the United States. I dont want to be deemed to be admissible to any country. I have never committed any crime in my life. This incident has traumatized me.

Closed  
9/17/2013 4:08 PM

On Tuesday, September 3rd, 2013, I, (b)(6) of St. Catharines, Ontario, was intending to travel from Toronto, Ontario (YYZ) to Denver, Colorado (DEN) and return home Monday, September 23rd, 2013. My reason for visiting was to attend Nan Desu Kan, a local anime convention and spend time with friends who live in the area. After checking in my luggage, I went through security and stated my reason for travel. I was eyed suspiciously and asked more about the convention I was planning to attend and the people who I would be staying with, then sent into the secondary screening area. The officer within told me that I knew what I did wrong and that everything that was about to happen was my own fault. This is where I was informed that I had unknowingly overstayed during my last visit of 71 days (January 17th, 2013 to March 28th, 2013), and that I had only been allotted a stay of 43 days. None of this information was relayed to me when I returned home from my last trip, nor was it mentioned when the tickets for the September trip were purchased. Prior to my visit to the across the border in January 2013, I did some research as to the length of time Canadians are permitted to stay in the US. A page on canada.usembassy.gov states that "Canadian citizens do not require a visa to enter the United States directly from Canada for the purposes of visiting or studying" and "Canadian visitors are generally granted a stay in the U.S. for up to six months at the time of entry." I was also directed to the site travel.state.gov Listed are the exceptions when Canadians are required to have a visa to travel to the US, none of which apply to me. When asked about my life, where I live and work, I said that I live at home with my mother and dont have an employer, but have recently begun crafting and posting my work online in hopes to make money while between jobs, and building a portfolio for Niagara College. I was harshly told to tell the truth and accused of living and working illegally in the US. I had my picture taken and index fingers scanned, and was told that I would not be flying anywhere that day. Having my belongings searched through twice by the same officer seemed uncalled for, especially considering I was being turned away and not flying anywhere. When I got my bags back I examined my laptop, as the officer searching my bags was rather rough with it. I found some internal damage and would have to spend several hours backing up and repairing my primary hard drive and reinstalling my graphics driver. Additional papers in regards to my rejection were given to me and as I was sent away I was told to contact the travel agency and try to get a refund. Thank you for taking the time to read this. I hope that these miscommunications can be quickly resolved and I can continue to visit my friends who were born in the US, and participating in special events that are held across the border. Any help that can be provided would be much appreciated.

Closed  
9/21/2013 4:00 AM

WHEN TRAVELLING TO NIGERIA ON 30TH JUNE 2013,I TOOK DETROIT LAND BORDER TO BOARD DELTA FLIGHT FROM NEWYORK -NIGERIA ON THE 1ST OF JULY 2013.THE DETROIT BORDER OFFICER SUBJECTED ME TO SERIES OF QUESTIONING ABOUT MY JOURNEY AND WHAT I DO FOR A LIVING.I EXPLAINED THE PURPOSE OF MY JOURNEY WHICH WAS MAINLY TO ATTEND AN ASSEMBLY CALLED CIRCUIT ASSEMBLY AT LEKKI ASSEMBLY HALL OF JEHOVAHS WITNESSES IN LAGOS. I ALSO TOLD HIM AM SELF EMPLOYED AND STUDYING FOR PHARMACY LICENSING EXAMS.WHEN I WAS RETURNING, I CAME BACK THROUGH NEWYORK (JFK). I FILLED THE CUSTOM DECLARATION ON BOARD INDICATING THAT I HAD FOOD ITEMS IN MY LUGGAGE FROM NIGERIA. MAINLY SPICES.I ALSO HAD HAIR EXTENSION(BEAUTY PRODUCT) MAINLY FOR MY WIFE,DAUGHTER AND THIER FRIENDS. I ALSO HAD FIVE THOUSAND DOLLAR WITH ME (\$5000).SINCE THIS ENCOUNTER BOTH AT DETROIT BORDER AND JFK, I HAVE BEEN EXPERIENCING SECONDARY CHECK AT DETROIT BORDER EACH TIME I TRAVEL TO DETROIT(USA). SINCE I LIVE IN WINDSOR (ONTARIO) A BORDER CITY WITH DETROIT. SOMETIMES IT TAKES HOURS TO COMPLETE CLEARANCE WITH THE CUSTOMS AND EACH TIME NOTHING IS SAID AT THE END. I AM SEEKING REDRESS BECAUSE I CROSS THE BORDER 2 OR 3 TIMES A MONTH TO BUY MY HOUSEHOLD NEEDS SUCH AS GROCERIES. ATIMES I VISIT FRIENDS SOMETIMES TOO, I MAY WANT TO BUY ELECTRONICS SUCH AS IPAD, COMPUTERS TO SHIP TO NIGERIA FROM EITHER NEWYORK OR THROUGH MY AGENT IN DEARBORN.

JUST FEEL FRUSTRATED AND ATIMES FEEL LIKE NOT GOING THROUGH THE USA WHEN TRAVELLING BECAUSE OF POSSIBLE DELAY OR QUESTIONING. FEEL LIKE NOT CROSSING TO BUY THING IN THE USA ANYMORE. WHILE THIS SECURITY CHECKS ARE APPRECIATED BECAUSE OF THE SAFETY OF ALL BUT WHEN GUILT IS NOT ESTABLISHED,I SHOULD BE A FREE MAN. I APPEAL FOR REDRESS. MY AIR TICKET ARENT USEFUL HERE SINCE I DONT HAVE PROBLEM WITH BOARDING OR AIRLINE.ALSO THE TICKETS ARENT LEGIBLE ANYMORE.

Closed  
10/6/2013 12:41 PM

TSA000878

(b)(6)

(b)(6) I believe the US government record on my personal information is inaccurate. When I departed from US on 11 August 2012 my departure date was recorded as 8 November 2012, consequently incorrectly recording an overstay in the US. Thomson, my travel company have confirmed the problem was due to the Local Departure Control System (LDCS) at Sanford Orlando Airport incorrectly using the UK/US date format, Day/Month/Year or Month/Day/Year. I have been informed by messages from Thomson and Ultra Electronics, the supplier of Sanford Airports Local Departure Control System (LDCS) that in July 2012 the US Customs and Border Protection alerted Ultra Electronics to an unrelated issue affecting Sanford flights. This required modification of the system and significant testing which was completed on 1 August 2012 and was deemed successful following receipt and exchange of responses between Ultra Electronics and CBP. On 13 August 2012, CBP noted an anomaly, in that the system provided by Ultra Electronics seemed to be transposing dates. It seems that my 11 August departure date was recorded as 8 November. This appeared to have affected flights departing from 8-15 August 2012. Rectification work was undertaken by Ultras support team and the issue was resolved for flights departing after 15 August 2012. The correct information has been resubmitted to CBP, in the following August 2013. I also have confirmed records of my attendance at my place of work in the UK which also proves that I did not overstay in the US. My ESTA application in June 2013 resulted in authorization to travel being rejected due to the incorrect record of overstaying.

have been advised that separate applications are required for each family member as we have all been affected by the same incorrect recording of departure date. (b)(6) Passport Number:  
(b)(6) Passport Number: (b)(6) Passport  
(b)(6) Passport Number: (b)(6) Passport  
Number: (b)(6) Passport Number: (b)(6)

10/20/2013 9:38 AM

I believe the US Government record on my personal information is inaccurate. When I departed from US on 11 August 2012 my departure date was recorded as 8 November 2012, consequently incorrectly recording an overstay in the US. Thomson, my travel company have confirmed the problem was due to the Local Departure Control System (LDCS) at Sanford Orlando Airport incorrectly using the UK/US date format. Day/Month/Year or Month/Day/Year. I have been informed by messages from Thomson and Ultra Electronics, the supplier of Sanford Airports Local Departure Control System (LDCS) that in July 2012 the US Customs and Border Protection alerted Ultra Electronics to an unrelated issue affecting Sanford flights. This required modification of the system and significant testing which was completed on August 2012 and was deemed successful following receipt and exchange of responses between Ultra Electronics and CBP. On 13 August 2012, CBP noted an anomaly, in that the system provided by Ultra Electronics seemed to be transposing dates. It seems that my 11 August departure date was recorded as 8 November. This appeared to have affected flights departing between 8-15 August 2012. Rectification work was undertaken by Ultras support team and the issue was resolved for flights departing after 15 August 2012. The correct information has been resubmitted to CBP, in the following August 2013. I also have records of my attendance in the UK which also proves that I did not overstay in the US. These consist of letter confirming attendance at a hospital appointment and credit card statements showing use of debit card in the UK at the relevant time, together with my own records of self employment. My ESTA application in June 2013 resulted in authorization to travel being rejected due to the incorrect record of overstaying. Having been informed of the correct data being transmitted I reapplied for an ESTA on 15 October 2013, resulting in us Travel Not Authorized return message.

have been advised that separate applications are required for each family member as we have all been affected by the same incorrect recording of departure date. (b)(6) Passport Number: (b)(6)  
(b)(6) Passport Number: (b)(6) (b)(6)  
(b)(6) Passport Number: (b)(6) (b)(6)  
Number: (b)(6) Passport Number: (b)(6)

10/20/2013 10:55 AM

[REDACTED] believe the US government record on my personal information is inaccurate. When I departed from US on 11 August 2012 with my family, our departure date was recorded as 8 November 2012, consequently incorrectly recording an overstay in the US. Thomson, my travel company have confirmed the problem was due to the Local Departure Control System, LDCS, at Sanford Orlando Airport incorrectly using the UK/US date format, Day/Month/Year or Month/Day/Year. I have been informed by messages from Thomson and Ultra Electronics, the supplier of Sanford Airports Local Departure Control System, LDCS, that in July 2012 the US Customs and Border Protection alerted Ultra Electronics to an unrelated issue affecting Sanford flights. This required modification of the system and significant testing which was completed on 8 August 2012 and was deemed successful following receipt and exchange of responses between Ultra Electronics and CBP. On 13 August 2012, CBP noted an anomaly, in that the system provided by Ultra Electronics seemed to be transposing dates. It seems that my 11 August departure date was recorded as 8 November. This issue appeared to have affected flights departing from 8-15 August 2012. Rectification work was undertaken by Ultras support team and the issue was resolved for flights departing after 15 August 2012. The correct information has been resubmitted to CBP, in the following August 2013. I also have records from my school confirming the school Summer Term ended on Friday 20th July and my return to school on the first day of the Autumn Term, 4th September 2012. Daily attendance records are available showing attendance from September through to December 2012. My ESTA application in June 2013 resulted in authorization to travel being rejected due to the incorrect record of overstaying. As a consequence of this I was unable to travel to Florida for a holiday in August 2013.

have been advised that separate applications are required for each family member as we have all been affected by the same incorrect recording of departure date. (b)(6) Passport Number:  
(b)(6) Passport Number (b)(6) Passport  
Number: (b)(6) Passport Number: (b)(6)

10/20/2013 11:53 AM

Each time I go the USA, I am repeatedly referred for secondary screening when clearing U.S. Customs and Border Protection. I know what the problem is : when I was 10, I went back to France 3 or 4 weeks after my entrance in the U.S., with **Closed** I travelled to the USA with my family for a touristic trip. In 1995, I was on the same passport as my mother, **(b)(6)**. At that time, when you entered the my mother and sister in order to attend school in September as every USA, the agent was giving you a ticket of entry that you had to give back when you were leaving the U.S. For some reasons, this ticket was lost and U.S. Customs and French kid in my country. Since then, each time I travel to the USA, I Border Protection had never registered the fact that I left the U.S. properly. I am always subjected to additional screening, which is very annoying

10/24/2013 5:29 AM

I AM (b)(6) THIS IS MY 3RD TIME BEING STOPPED. THE 2ND TIME IN MAY 2013 WAS WORST THAN THIS.DURING THE 2ND TIME, ONE OF THE OFFICER (ASIAN LOOK) WAS VERY RUDE TO ME FROM THE ENTRANCE OF THE PLANE.HE SCOLDED ME ONLY WHEN I RAISED MY HAND TO SHOW HIM MY LUGGAGE. I WAS DETAINED FOR 4 HRS.ROUGH INSPECTION & VERBALLY ABUSIVE & FINALLY I WAS BROUGHT TO A ROOM WHERE MY FINGERPRINT WERE TAKEN & INTERROGATED AGAIN. ALL OVER MY BODY WAS ALSO CHECKED. I PURPOSELY DID NOT FILE A COMPLAINT WITH YOU BECAUSE I WANTED TO SEE WHETHER I WILL BE PICKED AGAIN FOR MY 3RD TRIP. THIS 3RD TRIP I WAS ALREADY ON THE PLANE IN LONDON WHEN I WAS ASKED TO COME OUT FROM THE PLANE & INTERROGATED BY A HOMELAND SECURITY OFFICER.UON ARRIVAL,4 OFFICERS PICKED ME & MY CHAIRMAN AT THE ENTRANCE OF THE PLANE. I KNEW THAT I HAVE BECOME A WATCH LIST WHEN A RED CODED ALARMED THE SYSTEM WHEN THE COUNTER TOOK MY FINGERPRINT. I WAS IMMEDIATELY BROUGHT TO A ROOM FOR INSPECTION. AS USUAL, ALL MY PROPERTIES & DEVICES BEING CHECKED. I DEMANDED FOR ANSWER & ASKED TO MEET WITH SUPERVISOR. YOUR "SUPERVISOR MATLIN" COULD NOT EVEN TELL ME WHY. TO ALL MY QUESTIONS. NOW I AM DEMANDING FOR ANSWER FROM THE U.S GOVT.

WE WANTED TO INVEST HERE. THE INVESTORS LIKE US  
SHOULD NOT BE TREATED LIKE A THREAT TO AMERICA. MY  
COMPANY IS GOING FOR LISTING IN U.S STOCK  
EXCHANGE OUR PUBLIC COMPANY IN U.S IS BIO OIL  
NATIONAL CORPORATION. WE HAVE GIVEN YOUR OFFICERS  
THE INFO OF OUR LEGAL CONSULTANT. OUR BIOFUEL  
PRODUCTS HAVE BEEN APPROVED BY USA EPA. I HAVE GIVEN  
YOUR OFFICERS SUPPORTING DOCUMENTS, U.S EPAS  
APPROVAL & COMPANY BROCHURE. I AM HIGHLY RESPECTED  
BY THE WORLD BIOFUEL INDUSTRY. I HAVE GIVEN YOUR  
OFFICERS THE INVITATION LETTER ISSUED BY THE BRAZILIAN  
ACADEMY OF SCIENCES INVITING ME TO SPEAK AT THE  
WORLD SCIENCE FORUM 2013 IN BRAZIL ON 24-27 NOV 2013

11/2/2013 1:13 PM

(b)(6)	Date: November 2, 2013 Place: Custom of LAX Airport One the date shown above, I returned to the USA from my short trip to Japan. At the Custom of LAX, I was escorted to a separate room for additional screening. Since this was 2nd time in a row, I asked the officer "what is going one?" The officer ignored my question, but said to the other officer (who took me to the separate room) "I got a blue light for this person." For clarity, the 1st time happened on Sep 8, 2013, when I returned to the USA from my short London Trip. As you can see, it was only 2 months ago. I was detained in a separate room for about 45 minutes, and waited for another officer to come see me from down stairs. This officer searched all my belongings, and especially, took a note of serial numbers of my laptop and mobile phone. The whole process took for about 2 hours. I persistently asked the officer why I am being screened, since he was checking on me and my belongings in details. Clearly, it was not a random check. In fact, the officer acknowledged that I am being "flagged." After the screening, I asked to speak to his supervisor why I am being "flagged", and the supervisor told that there was some kind of whistle blow from outside. I persistently asked what it is about, but the officer told me to contact the Homeland Security through this site. I must claim that I was unfairly detained for 2 times. I have never been arrested and never done any wrongdoing (other than minor traffic violation). I have been a good resident/citizen all through my life, and there is nothing that would cause me to be "flagged". Thus, I shall request to know why I am on radar by the Custom or the Homeland Security. If there is any misidentification, I hereby request for redress. I profoundly appreciate your attention on this case. It is my sincere desire to be able to travel without any undue detention or burden from next time.	Closed	11/3/2013 2:44 AM
Letter from Global Entry Membership [REDACTED] (b)(6) 01/06/2011 - CBP laws violation code # 19USC1526(E) This decision was based on inaccurate information. Need Your Help; I applied to the Global Entry Program and learned that my request was denied due to U.S. Customs decision to counterfeit a purchase I made in 2011 to buy saving energy devices for testing purposes in the US. I explained the details of the use of these energy devices for testing and measuring the energy saved in letter I received from U.S. Customs. I replied the U.S Customs letter with the help of my attorney. The cost of each energy saving device I purchased was \$2.00. I believe U.S. customs never updated my records or follow up on it after explaining the reason of these devices and therefore, US Customs has issued this violation against me. I never received confirmation what happened with the letter I sent to them. I believe it is not fair that U.S. Customs has applied this violation against me without asking me for more info. to lift this violation. I feel discriminated under this circumstance. I ask your help to review my case and consider to lift this unfair violation from U.S. Customs. I have a clear record. I am an honest U.S. citizen and frequent flyer and would like to be accepted as part of the Global Entry Program. I sincerely appreciate your time and effort to lift up this U.S. Customs violation against me. Thank you so much for your help. (b)(6)	Closed	11/4/2013 11:54 AM	
Sir/Madam: Im a commercial truck driver and I travel from Canada to the U.S and from the U.S to Canada very often, and sometimes when I cross the border Im detained for a secondary screening, and this lasts for about 1-2hours every time, and sometimes even more then that. This has been occurring for the past 15 years, but this time I was asked 3 question, What is your name? What are you carrying? and Are you traveling alone? To which I responded, Amarjit Singh, Phone covers, and that Im traveling alone. After these questions the Officer asked me to put both of my hands out of the driver side window, and as I was putting my hands out of the window 4 border patrol officers surrounded my truck and asked me to step out of the truck. After I stepped out of the truck one of the CBP officer handcuffed me. They took me into a cabin inside the Office and asked me my name and other questions, and when I asked a CBP officer, why I was being detained? he responded in a very aggressive manner and told me that i should keep quiet and if I didnt listen to him, he would fire at me(as he was saying this he made a movement towards his gun). After everything was over, another officer took all my information and asked me to sign 2 paper, then the officer gave me a comment card and told me I was able to enter the U.S..	In the last 15 years the CBP has handcuffed me more then 15 times, but the reason as to why Im taking action now is because the way I was mistreated by the officer at the border in Alexandria, NY, on November 05, 2013, at approximately 6:00pm. You can look at my file and see that I have always cooperated and respected the officers, but this time I was mistreated by the Officer even after I completely cooperated with him. You can probably see this by looking at the recordings from the cameras that where in the cabin and at the border crossing area and office. So the question Im asking you is, why am I being detained at a CBP office every time I cross the border? So if there is any problem with my file please tell me what the problem is and tell me how we can resolve the problem.	Closed	11/15/2013 11:57 AM
I was asked to submit my electronic devices for review and my vehicle was searched. This is the third time I have crossed the border from Canada back into the US and have been asked to submit to electronics review and a search of my vehicle.	A HS investigative team visited my house in July and reviewed my computer which I gave them access to. They found nothing and suggested I discontinue chatting or e-mailing individuals who were under investigation which I have done.	Closed	11/27/2013 12:13 AM
For the last three years Ive been stopped in US customs when entering the United States for additional screening. Every time I have been stopped it has gone ok, but led to me missing connecting flights within the United States.	To whom it may concern, I lived 8 years in the United States and moved back to Norway in 2005. Im married to (b)(6) who is an American citizen. we both go back to the United States every year to visite her family and I also travel abroad for work as I work for a global company, LG Electronics. In the year 2000 I got a DUI in the state of Georgia and ever since 2011 Ive been stopped in the US customs for additional screening. Every time it has been ok, but quite time consuming and also a bit embarrassing as I sometimes travel with business customers. The additional screening has also resulted in me missed connecting flights to other destinations within the US.	Closed	12/5/2013 7:50 AM
FPP 2014300400000701 Incident No 2014SZ00054801 I am a physician, specialize in ear surgery. Since 2001 I have worked for (b)(6) a Washington based non-profit as (b)(6). Monthly I travel internationally to developing countries providing ear surgery to underserved, to save lives of people who dying from ear disease complications. I have hold medical licenses in California and Washington and a DEA license. My professional acknowledgements are: United States Congress- (b)(6) wise, since 1994 a history of kidney stones six times, emergency surgery in Italy, 2013. Traveling to countries like Cambodia, Ethiopia, its difficult to find quality drugs, many are made in China, India, or Pakistan and are fakes. Years ago I elected to carry my own medications to treat insects bite to colic from kidney stones. My 12 medications have been given to me as samples, purchased abroad, or prescribed. All my medications are removed from their original containers to reduce volume. Sept 29- Oct 2, 2013 I attended an Otolaryngology annual convention in Vancouver. Upon returning home with (b)(6) my colleague (b)(6) director of Neurotology at George Washington University, DC., and Iranian by birth. We entered via the Nexus lane. When we showed (b)(6) passport, we were asked to go inside and completed the forms and answer questions. I mentioned my 12 medications (9 only tablets of Oxycodine and three 1cc vials of morphine). I showed my medical license, my visas to developing countries, and explained my work. Two hours later, I was called to go down a hall where I was handcuffed and body searched and place in a holding cell. Three hours later one of the border agents and a Washington State Trooper entered the cell and read me my Miranda rights and asked me only why I had pain medications. After one hour more I was released and I note (b)(6) was held in another cell. The Trooper and said he was not sure why he was called! He said he could not contact the Whitcomb County DA and then took down our phone numbers saying someone would call us the next day. To date no call from anyone. After 2 hours we were given permission to leave. I noted in my backpack unlabeled tablets of both potassium and magnesium citrate, the officer did not see in plane sight when he did a thorough search. My concerns are as follows: Treated with excess force. (Handcuff and placed in a holding cell) when our identities were known. I am now a person of interest always detained now upon entering the USA and my Global Entry status has been removed. Please address the following: Reinstate my global entry status Expunge me as a person of interest Require a statement from the officer justifying handcuffing and placing in a holding cell.	I have carried the morphine and the pain pills for the last 10 years and entered the USA over 100+ times and each time never had a problem. It is unknown to me, and probably you, as to whether personal medications can be stored outside of their original bottles. Many people put medications in dispensing containers purchased at the drugstore for storage. Is my 91year old father who does this also crossing borders illegally? The quantity of medication I carried for personal use was 9 pain tablets and 3 -1cc vials. Would you not think if I were trying to be a drug-trafficker that I would have had a larger quantity and a lot of cash. They never took a urine sample. You would think this would be important, because medications can be detected in the urine! Their uncertainty as to what to do should have been addressed to the DEA, or the State Board of Medical Examiners in Washington for clarification. They instead called a State Trooper who had no idea as to why he was contacted. I believe the border patrol profiled us because (b)(6) is if Iranian heritage and they had to make their quota for the day.	Closed	12/12/2013 9:52 AM

TSA000880

<p>(b)(6)</p>	<p>In May 1 2010 coming back from a 3 days trip to Montreal Canadian Quebec which I wished to visit from a long time and I also wished to practice the French Canadian accent as I applied for a Job with General Motors as a customer s service operator for French Canadian auto dealers but I experienced a huge delay for clearing the customs through Sarnia Port Huron border crossing point from 7am till 5pm while crossing with my car a 2006 Pontiac G6 due to my stomach upset since the spicy meal I had in an Indian Pakistani restaurant in Montreal or maybe my beard has triggered the referring for further search and while searching the car and going through my belongs the officer was asking allegedly that I was hiding from them a foreign passport which wasn t true and suddenly my belly start acting and I had to go to the bathroom right away since I didn t have obviously a dipper to have on me. But the officer refused my gentle request but since he was showing me the bad cop face and was no good good cop face around I had to yell to drag attention on my urgent situation to go to the bathroom : saying : I have to go to the bathroom now! After going out of the bathroom the scenario of bad cops has continued with me for no reason just because I was upset and disoriented from the feeling that I could have done bowel movements in my pants. I have been asked for my computer s password which I gave gladly knowing the importance and the delicate job of protecting the US borders .. but this didn t improve my situation instead I had to wait for a 2 FBI agent coming from Detroit which is 1 hour drive far .. but I waited for them for 3 hours and I was questioning by them and the service secret agent who came later for 6 hours because they found in my laptop a birth certificate copy of president Obama which I downloaded while arguing with an old friend about his eligibility for presidency as a US born citizen .. My friend was allegedly claiming that President Obama wasn t born in the US but knowing the US law on the matter I tried to convince him by downloading this copy of the certificate which has been made by president Obama himself to the best of my knowledge.</p> <p>When flying locally, I am continuously delayed during airport checkin, when passing through security checks, and at the airport gate. I am always selected for additional screening at security, and I always find a TSA agent waiting at the airport gate to check my bags, yet again. I was told on several occasions that I am on increased watch lists, and should apply to be removed. When flying internationally, I am continuously detained when returning to the US. Delays are often upwards of 6 hours. My electronic devices are taken from me, and CBP officers demand for the login passwords to my electronic devices. Afterwards, I am detained without explanation or questioning for several hours.</p> <p>Detained without explanation on Dec 24th, near Detroit at the Canada Tunnel (coming back from Toronto). I was interrogated, and held without explanation from 8PM - 1:30AM. My bus left without me, and they did not call my family to inform them of my whereabouts until 4 hours later (at midnight). My laptop was confiscated, as was my cell phone, and they took my passwords. I was held until Christmas morning, and did not get home until 6am.</p>	<p>Closed 12/22/2013 12:24 PM</p>	
	<p>When flying locally, I am continuously delayed during airport checkin, when passing through security checks, and at the airport gate. I am always selected for additional screening at security, and I always find a TSA agent waiting at the airport gate to check my bags, yet again. I was told on several occasions that I am on increased watch lists, and should apply to be removed. When flying internationally, I am continuously detained when returning to the US. Delays are often upwards of 6 hours. My electronic devices are taken from me, and CBP officers demand for the login passwords to my electronic devices. Afterwards, I am detained without explanation or questioning for several hours.</p>	<p>Closed 12/25/2013 2:07 PM</p>	
	<p>Detailed without explanation on Dec 24th, near Detroit at the Canada Tunnel (coming back from Toronto). I was interrogated, and held without explanation from 8PM - 1:30AM. My bus left without me, and they did not call my family to inform them of my whereabouts until 4 hours later (at midnight). My laptop was confiscated, as was my cell phone, and they took my passwords. I was held until Christmas morning, and did not get home until 6am.</p>	<p>This is the first of two incidents where I get detained in the span of 2 days. I was informed during my interrogation by Homeland Security Officer (b)(6) at Niagara Falls on 12/26/2013 that this would happen to me until I filed this form. During my 2nd detainment I was subject to aggressive and demeaning language during my detainment on the part of Field Officers, and CBP staff at Niagara falls.</p>	<p>Closed 12/30/2013 12:49 AM</p>
	<p>On the 12th of September 2013 I requested entry into the US at the Montreal International Airport on what I believed to be my valid multiple entry J1 visa. When I was questioned by an Immigration officer at the immigration booth about the intention of my travel I stated that I intended to return to my previous place of work at Camp Hazen YMCA for 2 weeks before my visa expired. I stated that upon completion of this intended length of work I would be departing the US to travel back into Canada where I wished to continue my overseas work on my valid Canadian work holiday visa. As there was some difficulty processing my request on the system I was then ushered into another room where I would speak to another immigration officer. For approximately the next 2 hours I sat in there waiting to be addressed by someone else. This was a very nervous wait for me as I had no idea what was taking the Immigration department so long. After such time, I was briefly informed that the system was down and that there was nothing they could do about processing entry requests nation wide. Another half an hour passed and I was finally called in for questioning. I was then interrogated about my intentions for working in the US and why I did not have a valid visa. I was surprised by this and explained that the J1 sticker in my passport had the incorrect dates. I tried to explain that I thought it had been electronically extended and approved by CCUSA, my visa sponsor. I did not think I had to provide additional documents that proved that my visa was extended; I was completely unaware of this. I requested that the officers please research my case on their computer system to see that my visa had been extended. They refused to contact CCUSA and told me that my visa had been cancelled. I applied for this J1 visa in February 2013 at the Melbourne Consulate General and sometime later the DS2019 form and visa sticker I received both stated the incorrect dates for my intended length of stay in US. I contacted CCUSA to extend the dates so I could participate in the post season program of the camp. Before departing the US for a short visit to Montreal in September, I had received confirmation from my camp director that my visa had been extended and confirmed with CCUSA. An email printout from CCUSA outlining my visa status was shown to me from my camp before I left which stated that my J1 visa had already been extended and confirmed until the 1st of October. I then asked the officer if I could just enter the country briefly on my valid tourist visa and not work at the camp, but just stay there for a couple of weeks because I had friends there and it was a safe place for me to go so far from home. The officer told me that he did not believe me. The officer then read out to me from his computer screen that I had already booked a flight leaving Los Angeles on January 14th 2014 and asked me "Whats with that?" I told him that I intended to be in Canada at that stage and it was my connecting flight from Vancouver home to Melbourne, Australia. I was overwhelmed when further officers entered the very small room. One officer that came in came down quite close to me and loudly proceeded to tell me that I had lied to them and the Canadians and that I was "up for fraud" and that I could "spend time in jail for this". I was scared and lost for words when another officer then reeled off a list of crimes I was apparently trying to commit. It was then recommended that I not try to enter the US again and stay in Canada. After further, loud, demanding questions like "Whats going on Sam Buckland, huh? Whats going on"? I was overcome with emotion and repeatedly said that "I dont know". I then struggled to explain that I did not have anything with me, just my backpack with my laptop and a few of my clothes, with the rest of my belongings back at the camp in the US. I was then asked something along the lines of "cant they just send it to you"? to which I replied by saying that I had 2 full suitcases worth of things back at the camp. With that, the officer then left the room and came back about 5 minutes later saying that they could grant me a temporary visa for 7 days "to get your stuff and get". I was also told that "were going to watch you" and that theyll know what I am doing and I dont leave. Mortified by my experience I was then left to collect my things and head to my boarding gate almost 3 and a half hours late for my flight, which was fortunately delayed.</p>	<p>I believe the rejection of permission to re-enter the United States on my valid, multiple-entry J1 visa, cancellation of my tourist visa, and the way I was subjectively treated, was harsh and really uncalled for. I was not given any information about my visa or my rights, and was spoken to without any respect or compassion. This was one of the worst experiences of my life. My intentions were truly genuine and I was completely cooperative throughout the process yet I felt humiliated, scared and treated extremely unfairly by US customs. I would now like to know what my current status is, if I am allowed to transit home through the USA as I originally planned and if I will ever be able to enter the USA again.</p>	<p>Closed 1/3/2014 11:21 AM</p>
	<p>I am stopped, detained, and electronically searched 100% of the time when I come back from international flights. I know this is no coincidence. my camera, laptop, and phone were seized and searched each time I returned to the USA.</p>	<p>Closed 1/16/2014 10:18 AM</p>	
	<p>On Sunday January 5th 2014 I (b)(6) and my daughter (b)(6) were traveling back to our residence located in Rockport Massachusetts from visiting my immediate in Canada. At approximately 11:30 AM we arrived at the United States Customs in Highgate Springs Vermont. Our passports were checked and we were asked questions such as how long was the duration of our stay if we were bringing anything back into the United States and where we stayed, along with some other procedural questions. After these questions were asked the Customs Border Patrol officer, Officer (b)(6) told us our car was going to be searched and directed us to pull into the parking lot and to walk into their customs building. After being seated for about thirty minutes we called up by a male border patrol officer. He proceeded to hand each one of us a declaration of goods form and instructed us to fill it out. He asked for our car keys, told us to be seated and walked to our car with another female border patrol officer and drove our car into their garage. Our car was searched for over a hour, and during this time another male officer known as Officer (b)(6) asked us to hand over our cellphones. I questioned as to why we had to hand them over and he stated that it was for their officers safety. Yet, during the three hour duration that we were detained I do not recall any other travelers whose cars were being searched asked to hand over their cell phones. Once the female and male officers who searched our car returned, they proceeded to call my son up, myself, and my daughter and fingerprinted each of us, obtaining fingerprints from each and every one of our fingers. In addition, they also took our pictures. After they told us to be seated they continued to be conducting unknown activities with our passports and other information in their possession. After, they directed us to be seated. They continued to come out of their back offices and ask my son multiple questions such as how much he weighed, how tall he was and what his middle name was. They also asked for his drivers license and made a photocopy of it. During the three hours we were detained I asked the supervisor and the border patrol officers multiple times what the reason for our detainment was, and they gave the same answer, that they were unable to disclose that information. After three hours, the officers handed us our keys and told us that were permitted to leave.</p>	<p>As my only family resides in Canada, I travel during the holiday seasons and school vacations with my children to visit them. I find it increasingly difficult to travel when I am being detained each and every time I try to enter back into the United States. It has been over a decade since the detentions started to occur each time I would return from Canada. At time point, I have found it very frustrating that I have not been provided an answer as to why these detentions are occurring. I am a United States citizen, but I do not feel like I am being treated as one. If you could kindly take my situation into consideration and provide me with the answers I have been looking for, for years.</p>	<p>Closed 1/19/2014 10:41 PM</p>

TSA000881

(b)(6)	At customs, my wife and I were detained and all our belongings searched. When I requested an explanation, a supervisor rudely asked my wife if she watched porn and asked me if I had child porn on any of our electronic devices. She continually accused me of lying.	My wife and I have traveled to Mexico for the last 9 years and have never been detained or belongings searched until the last three times on 1/16/14, 11/16/13 and 5/9/13. I have never even looked at child porn, let alone handled it. We would like this situation cleared up.	Closed	1/21/2014 7:46 PM
	Denied online and mobile app boarding pass printing on last three trips (UK, Canada, and domestic trip to Las Vegas - all trips originating from SFO with two being business trips). Required to stand at check-in counter for up to 1hr as agent makes a phone call to clear my boarding pass. Given SSSS screening on every leg of every trip. Detained at UK, CA, and US customs for further questioning lasting up to two hours each time. Full scans of my work issued laptop and mobile phone.	I work for Skype (now Microsoft) and have been traveling for business with them for the past 7 years (avg. of 6-8 trips per year) without any additional screenings or problems with check in. I started encountering this problem on my trip to the UK in December 2013. It was especially embarrassing while traveling with my family to Canada on a personal trip and my kids (8,6, and 3) were detained with me for over an hour to go through all the checks). Im detained by this process will resolve this issue for me once and for all. Thank you in advance for your help.	Closed	2/5/2014 3:20 AM
	It seems that every time I travel abroad, I am always singled out for additional screening, and the agent reviewing my passport needs someone else to authorize my re-entry. Plus, when ordering electronic components for work (I am an electrical engineer), I was informed by both Digi-Key and Mouser Electronics that they needed to verify my identity since I am "on a government watch list". I HAVE ONE OF THE MOST COMMON SPANISH FIRST & LAST NAMES!!!!		Closed	2/5/2014 9:13 AM
	On the 28-01-14 I arrived at airport to check in with Caribbean airlines. The check in agent told me that she could not check me in and I needed to visit the American Embassy I visited the Embassy the same day and was told that they were not sure why I was referred to them but their system shows my visa to be valid and I should be able to travel. I left straight for the airport, purchased a ticket with American Airlines and traveled that same evening to the US. When I walked off the plane there were two agents waiting and on checking our passports they told me and my wife that we were randomly selected for additional screening. I was taken to the first immigration officer where you would normally go if you came off a flight and the two officers waited with us while he processed our papers. He stamped our passports with the normal 6 month entry. An attempt was made by one of the officers accompanying us to stop the the passports from being stamped but was unsuccessful. They later scratched off with a pen my wife's initial stamp but left mine. They told us that we would still need to go through the secondary screening. We were taken to the room where our bags were checked and we interviewed. Our cash was taken out and counted. My wallet was run through and credit cards recorded. My phones, I pads etc were taken from us and carried to some other place and returned a few hours later when we were eventually allowed to leave the airport. During that time I was asked for the pass codes to access all the devices.	present Redress # (b)(6) The last 2 times I travelled before this trip with my redress # my travels were delay free and was not required to do the secondary screening. This was my second time over the last few years where the checks were so detailed but its the first time my phones etc were taken and checked away from our view.	Closed	2/6/2014 12:56 PM
	I am from Trinidad and Tobago. Based on my darker complexion and Islamic sounding name I believe I was being profiled. While I was flying from Korea to JFK airport New York, USA on January 15th, 2014, my deboarding was delayed, and everyone on the plane was told to have our passports ready. When I came out, two customs officers at the gate were checking everyone from the flight. When I came up, they took my passport and green card and stopped checking everyone else, leading me to believe that I was the person specifically targeted. The officers escorted me into a room, where they took all of my phones, laptop, camera, and my bags. My luggage was searched in front of me, but my electronics were searched in another room. There was also a police detective present. They asked me where I was traveling to and from, which I told them. Then, they asked me if I had any contacts with overseas groups or terrorists, and if I knew any terrorists. Of course, I answered truthfully in the negative, even though I was offended by their implication that a Muslim man would know terrorists. Then, one of the officers, Officer (b)(6) stated that I need to have my court papers with me, or they will not release me. He was referring to a past case in which I was falsely accused of grand theft, and proved my innocence in court. It appeared that they knew all the former details of that case. As I rightfully pointed out that I have done nothing wrong, and they cannot legally hold me, Officer (b)(6) replied that they can, and send me to be fingerprinted. After detaining me for about four hours, I was let go. I feel that I was treated like a wanted criminal for no apparent reason, which is completely unwarranted, unjust, and discriminatory.		Closed	2/11/2014 3:33 PM
	I was asked why I did not book a return flight during processing as I stated my visit would last approx. 1 month. At the time no date has been set because I was unsure as to how much time I would actually be spending there. I stated that, at the time of booking, I didn't, myself, have the funds to have a return trip scheduled. However, I was able to book a return flight after being originally denied at the border. The inspecting officer asked me several questions, such as if I had a job. I told him I was self-employed. I own a business, registered in Ontario and it was marked on my sheet that I am unemployed for some reason. As I currently live with my parents in Ontario, I do not have any bill statements. During secondary inspection, I was asked about the address in which I was visiting. Off the top of my head, I hadn't memorized it, but had it within my cell phone. Since the signs stated I wasn't allowed to use the device, I didn't bother asking. If I had known of the severity of the situation, such question would have been posed. After being denied once because I was believed to be an "intended immigrant" I returned to the front desk and purchases a return pass for March 22nd and attempted to go through again. According to the sheet given, this is an article that would have proven OK to use. This was not the case. I have, the following aspects of the list, which were, perhaps not particularly articulated well at the time of inspection: Evidence of Employment (business owner), Cell Phone Bill, Return Flight, sufficient funds for trip, Contact Name, Address/Phone Number in which to be contact in the USA. As I do not carry my business ownership documents around with me, I was unable to clearly prove that I was going for a "visit". I feel this was wrong. I cleared stated I was a self-employed Game Developer at the clearance desk before being sent to secondary inspection.	Again, the severity of the inspection was not made clear to me. I had more than enough information on me at the time, but not off the top of my head, but saved in a memo on my phone. I feel as though the hour long secondary inspection was a little unjust in the sense that, a lot of assumptions were made by the inspecting officer(s). Perhaps if I had asked more questions, I would have received more information regarding the issue to assist myself.	Closed	2/17/2014 6:29 AM
	It has been more often that I go through a second screening when entering to the US in San Antonio Int'l Airport (I fly most of the time). In 2011 I made a terrible mistake by making a very bad joke, while talking in Spanish, to the Aeromexico employee. He came to tag my baggage, I was eating a sandwich, then he asked (in Spanish) about pretty electronics in my baggage and I said (smiling): "no, una bomba". Then I was reported and arrested. My case was dismissed. After this, my student VISA and OPT expired and I applied for a B1/B2 VISA. I got it for one year with a note saying "post verified charges cleared through TSA". I were screened a couple of times. Now that I have new VISA, for ten years, I am been screened more often.	I am family and honest business man who made a mistake that I am	Closed	2/20/2014 12:17 PM
	On September 29th 2013, I travelled with a colleague to Buffalo Airport NY from St. Catharines ON. The purpose of the trip was to visit a retailer our company does business with in Chicago, and so my colleague and I had a few consumer electronics samples with us for the presentation we were going to give the following day (clock radios, karaoke machines, toys). Upon reaching the border we were told that the samples we had with us should have been taken through the commercial lane, and that our documentation for these samples was not sufficient - that the incorrect form was used and that the products had to be permanently disfigured, or in non-working condition, in order to mark them as samples. Secondary screening of the vehicle took a few hours and was completely clean except for the electronic samples we had with us. Ultimately we were allowed to cross, but missed the flights we had scheduled due to the delay. Now, for the last 2-3 times I've crossed the US/CDN border for shopping or dinners out, I'm routinely subjected to a search of the vehicle, which is always clean. I'd like help to prevent this from occurring every time I cross. Thank you.		Closed	3/11/2014 12:26 PM
	I frequently need to travel internationally for business purposes. Last year I applied for Global entry program and used it without any problem until December 2013. On December 2013, I got an email saying my Global entry was revoked and since then every time I enter the US I have been taken to an area where an officer ask for my computer and phone. I also need to go to second security search. CBP officials told me they cannot tell me why I am subject for additional search and suggested to review this web page. Please note that I have been working for US firm for more than 7 years, and my job description requires me to travel internationally -especially to Latin America. I have spent up to 4 hours waiting for the search process to be completed and this has become a very uncomfortable and very time consuming situation -plus the to travel internationally frequently. Kind regards,	I would like to know why I am subject for this extra search and what steps I need to take to avoid this situation. I have been working in US since 2005 and would be happy to provide any documentation or references regarding my professional/personal integrity and the need	Closed	3/17/2014 8:18 PM
	Since about 3.5 years ago (b)(6) has been subjected to extra security checks by TSA every time he goes through security for a flight at any U.S. airport. In addition, since 3.5 years ago, CBP has been subjecting Mr. (b)(6) to abusive personal questioning and electronics searches when returning from flights abroad. The last time Mr. (b)(6) returned to the U.S. from abroad was 10/28/13, when he flew into Dulles International Airport from Casablanca, Morocco. CBP agents pulled him aside and questioned him for several hours, including asking him personal questions about his children that had nothing to do with any of (b)(6)'s travels or activities abroad. They also took his iPad, phone, and laptop to search for several hours. An immigration officer told (b)(6) that there was "something in his record that leads to a		Closed	4/8/2014 2:55 PM

(b)(6)

Closed

4/21/2014 2:09 PM

I have the a hobby making a short tourism trip to places around where I live on a weekend just for tourism. Occasionally the trip involves border crossing. I had a summer internship in Los Angeles, CA during summer 2012. And on one of the weekends, I decided to travel to the Mexican border town Tijuana for just tourism. I heard Tijuana is the most toured border town by Americans, and I would like to visit it myself when I got time just to experience a different culture. On this trip, I went alone, and I did not meet anyone while in Mexico. I came back to the United States fine as usual, but since this trip, every time I cross the border, I am referred to secondary inspection by the US Customs and Border Protection. The first time I am referred to secondary inspection occurs in December 2012. Back then I lived in New York City and I was attending Columbia University. After final exams, I joined a Chinese bus tour group to tour Niagara Falls and Toronto. When I came back from the rainbow bridge, the customs officer inspected me thoroughly and questioned about my trip to Tijuana. He even inspected my cell phone. The whole inspection takes about 30 minutes to an hour while others in the same tour group passed through without a problem. Then I have also been referred to secondary inspection back from a family trip to China with my mother in July 2013 at Los Angeles International Airport, as well as a business trip to Amsterdam at San Francisco International Airport in October 2013. This time I had a three day weekend since there is no work on Friday for me. I am presently working and living in Chicago and I decided to tour the American motor city Detroit and learn about the history of car culture in America. I booked my stay in Windsor, Ontario for two reasons; 1. It is cheaper than staying in Detroit, 2. I would also love to visit Windsor as it is also a popular tourist destination by Americans. On Friday, after arriving in Detroit by Amtrak from Chicago, I took the tunnel bus to Windsor and checked in my stay at Days Inn. I then visited Windsor that afternoon and evening. On Saturday morning, I took the tunnel bus back to Detroit with the plan to visit the Henry Ford Museum and also go on their factory tour. I was selected for secondary inspection by a CBP officer for about 40 minutes before let go. On Saturday night, I headed back to my hotel in Windsor, and on Sunday morning, I took the 9:20 tunnel bus back to Detroit but this time I have been detained by the CBP for almost 4 hours. The CBP officer thoroughly checked everything I brought, including my cell phone and IPad (the officer asked me for the IPad password, and I gave it to her). She also questioned about my visit to Detroit-Windsor area as usual. As a result of this check, I missed my originally scheduled 11:20am train back to Chicago, and I have to buy a new ticket for \$80 to take the 6:23pm train. The 6:23pm train is also delayed for 2 hours, so I did not get back to Chicago until 1:30am Monday morning. This entire experience at the custom on Sunday morning is very frustrating. I am an honest American citizen with a passion for tourism around our great nation to learn about our history and culture. I dont get why I am stopped for secondary inspection by CBP every single time I cross the border after my trip to Tijuana. I have done no harm to our society, and have never participated in any criminal activity or have connections with any criminal organization. Also, the check for my cell phone and other electronic devices at border raises my privacy concern (especially when the officer asks me my IPad Password). I would appreciate if you can let me know why I am stopped for additional inspection every time and also make my border crossing experience more enjoyable in the future. I shouldnt have to spend 4 hours to cross the border and missed my train when I have done nothing wrong.

Dear Madam/Sir: Thank you for reviewing this appeal. I was traveling from Toronto to Boston for a project kick-off at a client in Andover, MA (Draeger Medical Devices). As always, I was not able to check in online or by kiosk, so the Air Canada agent at the checkin counter had to make a phone call in order to check me in. I have always successfully obtained a USA boarding pass this way. Today however, the agent got off the phone and told me I have been denied entry to the US. I was given no reason for the denial. I was told that I am already supposed to know that I am barred from entering the US. I do not recall ever receiving such a notice or being told by anyone. In fact, I just attended business meetings in New York (Feb 2-4 14 and Jan 20-22 14), shortly after having lived and worked in New York on my L1B (Sep-Dec 13). In Feb 14, I returned to live and work in Toronto on a renewed Canadian work permit. I am a frequent business traveler to the US after previously having lived in the US on security-cleared visas for school (Virginia Tech, Harvard) and work (ThoughtWorks) since 2001. I have no criminal record in any country (including USA), have never violated or overstayed my visa terms, and have never been denied entry to the US before this. I am always selected and cleared at secondary screening at YYZ and US airports. Some concerned immigration officers have also tried to explicitly remove me from the list because I repeatedly get sent to their office only to be cleared after exhaustive interrogation and screening. I would like to kindly request your careful consideration of this appeal as I need to travel to the US on a regular basis as part of being a member of ThoughtWorks North American leadership. I am willing and able to promptly provide any additional information to prove my innocence in the matter, in person or otherwise.

Closed

4/29/2014 6:03 PM

Dear Sirs, I am working at the moment for the US company (b)(6) and also I am the (b)(6). (b)(6) committee, which is developing an important IEC safety standard on assessing human exposure to electromagnetic energy from mobile telephones, tablets, etc. Technical experts nominated by the US National Committee participate actively in the development of this standard, including members of the FCC. Because of the aforementioned business activities I travel few times/year to the US. Last time besides my business meetings I spent two weeks at vacation together with my family (my wife, 6 and 2 years old kids). At our arrival my wife and kids did go through pass-control without delay but I went through extra checks. As another example I could mention my business trip (Jan 2013) to Ecuador to give a talk in UN ITU meeting and had a plane-change in Miami airport. Because of the further inspections at the airport which took many hours, I missed my next flight and all meeting plans were badly disturbed. It would very much be appreciated if this issue could be resolved.

As is mentioned in the incident details, I would very much appreciate if the issue of "subject to further inspection" could be resolved.

\*\*\*\*\* (b)(6) Ph.D.  
(Biomedical Eng.) Senior Manager, EMF Research and Standards  
Microsoft Corporation Keilahdentie 2-4, 002150, Espoo-Finland  
Adjunct Professor of Bioelectromagnetics Aalto University, Helsinki-Finland Office tel. (b)(6) Mobile (b)(6) e-mail: (b)(6)

5/6/2014 3:02 PM

To whom it may concern, My husband and I went to Seattle outlet for shopping with our two other friends on Nov 23, 2013. We used the adjacent Pacific Highway (the Truck Crossing) for border crossing. It was a day trip, so when I left home that morning, I just grab some left over cash from my last trip to the US. I knew there were about go to US for university. We wont do anything that it is illegal or 300 US dollars. One of our friends is holding Chinese passport, so he needed to go to see the officer to get his B2. So we all went inside with him. When one officer asked me how much money I had with me, I answered 300 US dollars. But when he looked though my wallet, he found 340 US dollars. He said I lied. I said that I didnt count the change. I have been crossing the US border for 14 years, I always gave the round amount of money that I had with me, there was never a problem. Then he started to ask and I will be travelling a lot to US to visit her. All the repeatedly my purpose for the trip, I replied: for outlet shopping, but he said that he didnt believe me because I lied about the money. Then he kept asking the same question again and again. I just gave him the same answer because that was the true answer. Then he looked through my husband and 2 other friends wallet, but didnt find anything illegal, then he let us go. On Feb 15, 2014, my husband and I drove down to LA to visit our daughter who is attending university there. We were planning to stay there for 6 weeks so we brought a lot of stuff with us. When we crossed the same border, we got called inside the office again. Then we realized that our names were on the watch list. The officer who was on duty that day checked our money and asked questions, our car got searched outside the office at the same time. But they didnt find anything suspicious. And I told the offer about what happened last time when we across the border there, he said he was going to talked the other officer who was questioning us from last time. When we came back to our car, we saw all the luggage has opened and looked through, the interior of the car was full of the dog foot prints. We cleaned it up and started to drive to Portland for our first stop. But after we arrived hotel that night, I found my Macbook Air was not working properly. The suitcase with my laptop was put underneath a heavy suitcase by the officer who did the inspection. Looked like my MacBook got compressed on the way. I was little bit mad and tried to have it fixed later. Because we were on the road trip, the communication was not convenient, we didnt contact the border to complain about this. On April 6, 2014, my friends invited me to go to the Tulip Festival in Skagit Valley with them. We used Peace Arch border for crossing. I was called inside again but nothing was found. I mentioned MacBook incident to the officer, he said I should talk to the supervisor of the Pacific Highway border. Thinking of I need to book an appointment, driving all the way to the border, it is very time consuming, I just gave up. On May 12, 2014, I was travelling to San Jose by myself. At the US border inside the Vancouver International Airport, I got called again. After I described what happened to me and my husband before, the officers who worked there gave me the information about DHS trip and asked me to issue the inquiry. I am not sure if my husband is on the watch list as well. Just for your reference, his name is: (b)(6) birthday: (b)(6) place of birth: Jinan, Shandong, China. Other contact information is the same as mine.

Our whole family loves your country, that is why we let our daughter go to US for university. We wont do anything that it is illegal or university, she is our only child. In the next serval years, my husband security check really gives us a lot of inconvenience, If I lied for a big amount of money, I would just accept it. But just for \$40 that I didnt intend to lie about, I feel this is just too much. I understand claiming the amount of money I am carrying with me is my obligation, I will try to count the exact amount of money in the future. Thank you so much for your attention! Best regards, (b)(6)

Closed

5/15/2014 5:49 PM

However, upon return from a recent international trip, my wife and I were listed as random Secondary Security Screening Selectees (SSSS) in Beijing, China on a United Airlines flight on our way back to Washington, DC. This meant that we were given extra scrutiny at the gate that was not afforded to white passengers. Upon arrival into the United States we proceeded to the Global Entry Kiosk where my entry was denied and I was instructed to report to secondary inspection. At the secondary inspection location, my pregnant wife and I were subject to long wait times only to be asked personal questions about our travel, similar to questions that would be asked during the interrogation of a criminal suspect. Since this incident in March of this year, we have been subject to repeated selection for SSSS on JetBlue Airways and American Airlines even though the DHS has previously cleared us as trusted travelers. Our three instances of SSSS treatment in the past 60 days have included the destruction of the packaging of a gift for my nieces first birthday and the swabbing of every item in my possession, including my government issued laptop, HSPD-12 PIV Card, and sensitive case files without any basis. Our selection for the random screening was so suspect that when I handed the TSA officer my HSPD-12 PIV Card, he was surprised that we were selected and even more surprised that we were familiar with the process as we had been selected three times in a row.

During a recent screening, the TSA employees at Dulles also took my ID and make photocopies of it and made disparaging remarks.

5/21/2014 2:52 PM

TSA000883

<p>(b)(6)</p> <p>A reservation was made for me online via LA Voice with Southwest Airlines to make a one (1) day trip to Sacramento, CA. When I tried to check in online, I was denied and was advised that I had to check-in, in person. When I attempted to check in, the person at the Kiosk told me to stand by while they call my name in. After they called my name in, I almost didn't make my flight when the supervisor for Southwest Airlines assisted me and escorted me to the TSA check point. There I was handed off to a TSA supervisor with a beige suit and a badge. He escorted me under close eye to the check point where I was further asked to show my identification. I showed them my Retired US Navy military ID. The woman looked at it and then another man escorted me to the check point where I had to empty my pockets and laptop bag. After I did that, I was told to walk through the most violating machine ever where I had to stand there with my hands in the air. I wasn't given an option to be searched instead because after I left that machine, they searched me from head to toe. While they were searching me from head to toe, my military ID was taken away from me for someone else to copy it or something. I just noticed another person took my ID to copy some information down therefrom. While they were copying information from my identification, the TSA agent asked if I prefer to be searched in private or in public (in the open). I preferred in the open because of fear that I would be detained and miss my flight. This same process was down to and from Sacramento, California.</p> <p>I was once again detained at customs, this time for 3+ hours, by CBP agents. My phones and laptop computer, along with my luggage was confiscated, my passwords to all electronic devices demanded. Meanwhile, I could not pick up my daughter from babysitter. She is a three year old, and I needed to drive four hours home to get her. NO explanation was given to me, other than it was supposedly "random". I am natural born US citizen, and do not understand why I am being repeatedly detained. This is now the second time, each time it now lasts longer. I have been informed, albeit off record, that there is nothing random whatsoever about my being detained. Since that is the case, I ask you to inform me, as a US citizen, why I am being detained entering my country. I would sincerely appreciate your response.</p> <p>For the second time in the last nine months, on Apr 26, 2014, I was directed to secondary screening at the immigration control. The first time was on Sep 14, 2013 (MIA Intl Airport), on which I was explained that my passport and US visa have been reported as stolen. I explained to the official that it was an unfortunate mistake, since what actually happened was that both my wife's and my son's passports had been stolen from my home in Santiago. I was the one that reported that robbery to the US Consulate in Santiago, Chile, but my passport was never stolen. Ironically, both my wife and my son, traveling with me at the time, were cleared from immigration without any issues (with their brand new passports and visas, of course), and I was the one under questioning. No explanations served well enough the immigration officer Mr. [REDACTED] who decided to cancel my visa for allowing me to enter the United States and continue my vacation trip (I actually showed him the exchange of emails with the US Consulate in Santiago, that I still had on my laptop). Once back in Santiago, I had to go through the undeserved process of getting a new visa; the US Consulate confirmed me that they had wrongly included my passport and visa as stolen, along with those of my wife and son. The same situation took place again on Apr 26, 2014 (MIA Intl Airport); notwithstanding the fact that I was then holding a brand new visa, issued in October 2013, I had to go through the same nuisance, once again interrupting my vacation trip with my family for hours. I must say that this time the immigration officer at the secondary screening post was much nicer than on my first experience, and I have no complaints about his treatment. When I was about to leave I asked him if this was going to continue forever, and his comment was that very likely it would.</p> <p>I am currently in the U.S on H1B status [REDACTED] (b)(6) In the past 2 years - I have frequently visited India and have entered U.S. through San Francisco, CA. I am "always" referred for secondary processing during immigration. The dates are 9th Dec 2012, 9th Apr 2013, 29th Dec 2013 and 8th May 2014. After a few background checks, I am always "cleared" and I am told - that it has something to do with my B1 VISA being cancelled which "marks" me for "secondary processing". ----- Background: Earlier - I held a 10-yr multiple entry B1 VISA [REDACTED] (b)(6) which was issued on 17th April 2012. During my B1-Visa interview - I had stated that I had to attend a "2-weeks training program" at San Jose. However, later on - there were some changes in training plans + added some personal plans - and I ended up staying in U.S. for "7 weeks" on B1 Visa. Reasons were: 1. The training got postponed by 2 weeks - as some trainees from the clients Hong-Kong branch did not reach as per original schedule. 2. Duration of training was "extended by 2 weeks" - covering more areas than planned. (Also added a "case-study" - because we required special improvement in some areas). Please note - our company (PERSISTENT SYSTEMS INC) has strong work ethics and any such "change" in plans - had to be "approved" by a high position management. I have the attached mail communication as proof! - that "extending planned dates" is not a common practice and done in the rarest of rare cases. At no - point - was I doing any "productive" or "assigned" - "work" - and was only learning and improving my understanding. I was also not "paid" for any "work". I was provided Hotel accommodation and a daily allowance (for food and transportation). Also - the last "8-9 days" were my "personal leaves". I had told my manager - well in advance - that whenever I visited US, I would take some "time-off" for sight-seeing and visiting my cousin sister in Boston; I adjusted my return-ticket dates accordingly. It was a pleasant surprise for my sister. I didn't think extending my stay for personal reasons would have any implications. Note: the I-94 date was 23rd Oct 2012 - 6 months. I returned in 7 weeks! ----- Incident during my H1B visa stamping interview at Mumbai (India) : During my H1B visa interview - the officer at the embassy - asked me why I had "over-stayed" on my B1 Visa. I felt the word "over-stayed" was a little harsh and came as a shock to a law abiding citizen like me - since I had returned to India after accommodating some professional and personal plans (well within the I-94 date) - but I respect his concern. I gave the reasons mentioned above. I could see that he wasn't convinced - so I explained a little more about my company and client and what I did there. FYI: My client company - specializes in Digital Video Broadcasting (hardware + software). The "broadcasting environment and devices" is "country specific" and so there was a lot to learn and explore as these things were rarely "accessible" in India. A specific question from the officer - which may have caused some confusion was - "what were you doing when your training had not started?" to which - I replied "Waiting! Trying things in the lab - which I normally wouldn't get to do in India; Understanding how devices are configured...". I honestly - believed he misunderstood the word "Waiting" with "Working". As a result - he cancelled my B1 Visa and entered some notes in the system along the lines - "The candidate admitted to have been "working" - which is far from the truth!! Also - in that - same interview - He approved by H1B visa! - which seemed strange- but I did not question him (canceling B1 and approving H1B in the same interview) ? I have played that interview many times in my head. The mis-communication on the word "waiting" vs "working" and the fact that I could not convince him well enough - caused such extreme steps (i.e cancelling my B1 visa and marking me for secondary processing). ----- After getting by H1B visa approved, I have been working in San Jose on H1B since 9th Dec 2012 - and I have been to India several times. As a consequence of B1 Visa getting cancelled - I am sent for secondary processing every time. I always mention these details - along with stressing on the fact that "I was not "Working" on the B1 Visa". I have offered to show the officers - my "6 month salary slips" - which prove that I was not being paid for any "assumed work" on B1 Visa and that in fact it was just a training cum a pleasure trip. (I have the ticket to Boston too!). I have almost started planning for the for the time delays caused by the secondary processing!! This time one of the officers suggested that I write to DHS to see if they can "unmark" me.</p>	<p>All of this was done while I was headed to Sacramento to speak to Senator Holly Mitchell and Senator De Leon about some issues. Even after serving in the United States Military for 20+ years, I'm treated like a terrorist! Really? This traumatized me more than when I went on several tours to the Persian Gulf during the Gulf war and when the US Embassy was bombed in 2005 and I was the Watch Commander that supervised US Marines. This whole process was ridiculous and "I'm just doing my job" is unacceptable. You know who else said I'm just doing my job, were people who shot and/or killed innocent individuals in the line of duty. That is not acceptable to me and I have to notify some people of this.</p> <p>I travel numerous times a year abroad for cultural venues as part of my employment. I live 5 hours away from the airport, and my wife also works. With a three year old daughter it is very difficult to juggle childcare when I am being detained for hours and hours. Please let me know how this can be changed. I feel that I am unfairly singled out, and it has been confirmed that there is nothing random about my being detained. Since that is the case, I respectfully ask that you inform me of the reasons, and about steps I can take to change this. I am no longer able to travel abroad with my family in fear that my family will be stuck in the airport for an extra 3-4 hours. I feel that as a citizen I should not be concerned entering my homeland, and would appreciate your assistance in resolving this matter. Thank you</p> <p>I am 54 years old, my business is construction and real estate. I have studied in the US under an F-1 Visa (1989-1992), I have worked in the US under an L-1 Visa (2002-2004), I have visited the US for business and vacation purposes on uncountable occasions, probably at least once a year, on average, since the late 80s. I have never had a single problem entering US territory until last September, and I have never had a single problem with US authorities once in the country. I love your country and I am even considering investing in the US. I really need to solve this unpleasant problem which is tainting my otherwise great times there. I am particularly concerned about my next, short trip to the US, on which I am arriving on June 27, for three days, for business purposes. Unlike the previous two occasions, on which my final destination was Miami, FL, this time I have a tight connection to Tampa, FL. If I am again unnecessarily requested a secondary screening I will lose my connection and my trip-agenda thereon.</p> <p>I have had an exciting and fruitful time in the U.S. so far, I have abided by all rules and have nothing but the utmost respect and admiration for its institutions. I humbly request - you to please consider my case and provide a favorable resolution to this "secondary processing" inconvenience. Reason for taking action now : Till now I was single and I didn't mind the "secondary processing" - even though it was a minor inconvenience every time. I am getting married on 11th August 2014 and I plan to bring my wife here on H4 visa - for some sight-seeing - before we both head back to India.(I will be relieved from my project tentatively by 15th Nov 2014). I am skeptical about her H4 visa being approved - given the "secondary processing" tag on my H1B status. I hope seeking clarification on TRIP - is at least taken into account "assists" instead of "hampering" her chances of getting H4 stamped.</p>	<p>Closed</p> <p>5/21/2014 10:10 PM</p> <p>Closed</p> <p>5/29/2014 10:32 AM</p> <p>Closed</p> <p>6/10/2014 10:49 AM</p> <p>Closed</p> <p>6/16/2014 11:38 PM</p>
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TSA000884

(b)(6)	I was with my family in Riyadh, Saudi Arabia and we had tickets booked and paid for. We were scheduled to fly out from Riyadh Saudi Arabia to Washington D.C. on June 4th. At the Saudi Arabian Airlines counter, the employee took my passport to the back for about 30 minutes. They returned saying that I am not allowed to board, and I am on a "float" status. They did not provide the reason why. We remained there for another hour while they kept trying. The employee and manager of Saudi Arabian airlines said that a U.S. government agency is not allowing you to board. We went to the U.S. embassy and they eventually were able to get a letter for us allowing us to travel. We made it safely to the U.S. In Washington, I was obtained for nearly 90 minutes by first the FBI and then the DHS security examining my luggage. They took my laptop and documents and searched through it without my permission. Then I was free to leave.	This event cost my family roughly \$2500 in ticket rebooking fees. Who will compensate me for these expenses not caused by me whatsoever? Now that I am in America, I would like to take all the means necessary and verification procedures and screenings necessary so I do not have to deal with any further dilemmas when I fly in the future, whether domestically or internationally. Please contact me letting me know what steps I can take to expedite the process.	Closed	6/17/2014 8:36 AM
	I have been subjected to secondary screening on my last seven consecutive entries into the United States. This began on my entry from Narita Japan on September 24th 2013 when my attempt to enter via Global Entry stated that my membership has been revoked. I made an inquiry with the Global Entry office in Atlanta that day, and was told that that information cannot be released. I enrolled into the program for the convenience of an expeditious processing through CBP as I travel frequently. I am a Delta Airlines employee who takes full advantage of my flight benefits. My other six return dates, all in 2014, are February 10th and 24th both from Kingston Jamaica on DL384; St Lucia to ATL on March 7th on DL349; St Marten on April 27th and June 4th on DL328; Aruba to Atlanta on June 18th, this screening also resulted in me missing my flight and having to overnight again in Aruba and take the flight the following day on DL. On a few of my returns, especially those from Jamaica, which is home for me, I was asked if I am taking anything illegal back. I was taken aback that anyone would ask me such a question. I could only feel profiled with such a question. During my entry in September from Narita, all my electronic devices, passport, and travel Journal were taken to a back room for approximately an hour and after my inquiry for the reason, I wasn't given a one. Additionally, my iPhone being returned broken by Officer (b)(6) and associates. This phone I also haven't been reimbursed for. I was told after my fourth stop, that they are random. However now after seven consecutive stops, no one can tell me that this is random. It is deliberate, very inconvenient, and I have no choice but to believe discriminatory.	I would like to know why it is that I am being profiled and subjected to secondary screening every time I travel and my Global Entry membership being revoked.	Closed	6/20/2014 9:20 PM
	I am MPH student at the University of Michigan and work as a patient companion at Saint Joseph Hospital and while I was visiting Canada for the first time and returned through the Ambassador bridge, an incident happened regarding viagra pills that I didn't know I had to declare. The officer only asked for tobacco or alcohol which lead me to the thought that I don't need to mention them. The pills were brought legally to the US in closed packs from overseas to cover me for around 2 years because of some health conditions I am facing. They were located at the rear end of my car so my wife wouldn't know anything about them. The tablets were tested and confiscated because I didn't declare them and I was sent home. My sisters reside in Windsor, Canada. I visit them often and sometimes they come back with me to the US which is a great embarrassment when I explain what happened to the officer in front of them. The officer told me to file a redress request so it doesn't show up all the time. I apologize for the mistake I did which will never happen again. Thank you.		Closed	6/25/2014 5:07 PM
	Now I am in a desperate situation where I might be fired if I cannot go to US for a business purpose by my company's order. Thus, I appeal with my tears to correct the wrong information about my criminal record which CBP has as soon as possible. My petition is as follows: Rerecord of sworn Statement in Administrative Proceedings of (b)(6) Event (b)(6) Event number: (b)(6) File No. (b)(6) Office (b)(6). CBP officer Date: April 28, 2014 Name of Complainant: (b)(6) DOB: (b)(6) what do I want? I'd like to correct my information about the record of sworn statement which the CBP has. Why do I want to correct the information? There was a misunderstanding about my criminal record. Due to the statement, I was classified as an applicant who committed a crime involving moral turpitude-drug possession. But, in fact I did not commit the drug possession. Thus, I'd like to correct the sworn statement. What is a basis for this correction? Or do I have any evidence to support this complaint? I requested to the Arizona court for my criminal records and I received. The court records (Florence Justice Court, Arizona date filed 07-03-2008) (b)(6) say nothing about the moral turpitude or drug possession crime involved and states that the charges were failure to obey traffic control device in violation of ARS 28-544A, \$100 and no proof of insurance in violation of ARS 28-413C, \$475 fine. I want to attach this original court record to you to verify.	What about the statement regarding drug possession crime? At the statement of the airport, I just mentioned the situation involving the drug existence but that was not an admission under INA 212(a)(2)(A)(ii)). In order to be an admission under the provision, the alien should admit having committed acts which constitute the essential elements of a violation. At the statement, I stated that I saw the Marijuana which the friend showed me and then I and my friend were arrested by the police who saw by chance. At the airport, what I stated was not an admission having committed acts constitute drug possession under the INA provision. Necessary requirement for a drug possession in Arizona is control of the marijuana. No control of it at all. To see the bag which a friend showed is not a control at all and thus no charge was made for a drug possession at all. Thus, the answer yes to the questions of CBP officer came from misunderstanding about the case and not the admission under the provision.	Closed	6/30/2014 10:23 AM
	Saturday eleven when I got to the Orlando International Airport flight AM436 Aeromexico During my turn when I got to the immigration area I was called by Officer (b)(6) in a very arrogant manner and with a gesture. Nevertheless I approached to his podium with all respect and saying Good Afternoon but he did not answer me back. In a very bad mood he ordered me to give him my documents and I answered him Please. After a little pause he started backing up in his seat and refreshing himself with my passport and saying Did you just say I have to ask for your documents saying Documents please. He did not allow me to answer back because he stood up his seat and he was yelling at me to go back to the end of the line at the count of three moving his hands towards the line in a very arrogant manner. At the same time I was putting my documents away he took my left arm pushing me with my bag to the secondary inspection room and yelling at me to sit down. Also he was completely out of order breathing heavily and shaking nervously and continuously holding his belt. I requested to another officer to please let me talk to the supervisor and Officer (b)(6) in a mocking way laughed and said Supervisorrr When they called the supervisor on duty she asked me to explain what happened in front of Officer (b)(6) and three other officers. The situation was very tense because Officer (b)(6) was trying to interrupt me and the supervisor was trying to keep him calm while she kept listening to his side of the story. In a polite way I requested to watch the video so that they can see exactly what had happened and they said they do not have cameras. It can be stated very clearly that they did not allow me to watch the video because as we know there are cameras all over the airport and even more in the immigration and customs area. After listening to my side of the story and before he pushed me and took me by the arm he interrupted me and said that the fact that I mentioned the word Please made them take it as an aggression to themselves and that there is no way for them to ask for none of the crew documentation using the word Please. At the same time another officer (b)(6) interrupted us and said Actually you guys are nobody to us which I did not respond to. In short words Officer (b)(6) attitude was very aggressive arrogant and dangerous from the very beginning I could see how they protected themselves blaming me for everything. They never allowed me to speak to a supervisor they just had me in the secondary inspection room asking me questions as if I had committed a crime.	I am commercial Pilot of Aeromexico Due to this every time that I visit USA I got to secondary inspection and my application to Global Entry was denied. Thank you for reading my case Best Wishes.	Closed	7/8/2014 2:04 PM
	I had been search over in over at customs in Miami airport, from: needed to go to the toilet with an official an cameras in front to missed my connection flight for being in customs in a small room with the Miami customs officials. It happened over and over in Miami airport, any time I come to my country now to USA. I'm citizen of the United States and I feel that my human rights had been violated so many times at the international Miami airport. I go to Colombia one or two times per year to visit my family. And the last time I came back through Miami international airport the official in customs asked me "Why do you have Global Entry access, I said because I apply for and the official asked me "why" I said because I have clear record so I don't have anything to hide at the government, the official sent me for second screen search.	I had been treated so bad in customs very bad.	Closed	7/16/2014 1:08 PM
	I am Global Entry Pre Check for several years now and have been doing mostly extensive domestic travel since 2007 on mainly American Airlines. My company has promoted me to an international position. I work for Eight Medical Corporation, 345 S. College Ave, Suite 103, Bloomington, IN, 47403, +1-812-822-0404. We train surgeons and perfusionist how to do a procedure called HIPEC. I work with distributors in various countries. I recently was sent to Turkey and Greece to work. Upon my return in Heathrow, I was heavily screened and I can understand that coming from an Islamic country. I took a domestic flight to Boston leaving on 12th of July and returning on the 19th. I was SSSS screened both ways. I do not understand what I have done that has caused TSA to believe that I am a threat. I understand that SSSS how you screen individuals believed to be a threat to society. I train surgeons, perfusionist and nurses on how to do a cancer treatment. Please see www.hipreatment.com to see the procedure. Can someone please help me with this SSSS situation as I travel domestic sometimes up to 10 times passing through TSA security per week. I have never had a problem until I went to Turkey and Greece. Now it seems like this is something that is permanent and I am in fear of it negatively affecting my job and getting fired as my managers expect me to be on-call to travel last minute to cover cases in hospitals all over America and also to go to other countries to work with our distributors and train them, the surgeons and perfusionist in those countries.	Please let me know if I can set up an interview with you all or what I can do to get out of the SSSS screening process. The majority of my travel is all surgical device training and working with distributors. I will be happy to submit any documentation that you need from my company or get my manager to verify that this is the reason for my travel. I have been Global Entry for several years now and my PASSID is (b)(6) My Passport number is (b)(6)	Closed	7/20/2014 3:05 PM

TSA000885

(b)(6)

I was detained unnecessarily at US Customs in Vancouver BC on a return trip from Vietnam through Hong Kong to Portland Oregon on Thursday June 5, 2014. I was traveling on Flight AC008 from Hong Kong. The customs agent insisted on looking through my laptop computer files and hard drives that I was carrying. Because of the incident I missed my flight to Portland (Flight AC8127) at great inconvenience to me. I am a filmmaker. I was carrying a camera and had video media on my hard drives.

I believe the customs agents may have been looking for child pornography. I believe I am on a watch list for child porn because I went to a website with child porn it or that the FBI had set up to entrap child porn users. I am a filmmaker doing research on the sex trade for a documentary film. I am not a user of child porn. I want to be removed from any watch lists. I am a US Army veteran of the Vietnam war. I am working on a film about my service in Vietnam and have traveled to that country three times since 2012. I am not engaged in any traffic in pornography of any kind. Check my website.

Closed

7/22/2014 7:11 PM

On April 16th I was approved as a Global Access and TSA Pre-check member, my PASSID is (b)(6). After my approval I have experienced a level of scrutiny by both TSA and US Customs that is far beyond anything I had experienced prior to joining the program. From the time of my approval with GOES I have been pre-selected for Secondary Screening on every single flight but one, total of 5. On the one flight where I wasn't initially assigned the 4 Ss, I gave the girl at the airline checkin my Global Access / TSA pre-approved PASSID number, she entered the number and the ticket came out with Secondary Security Screening Selection. I spoke with a TSA manager at the airport who said it was highly unusual for me to receive the 4 Ss and be a member of TSA-Precheck. I have been subjected to extra screening and unnecessary delays, to a degree far beyond the ordinary. I am a seasoned traveler who has made a living over the past 15 years traveling both within the US and abroad, I've never experienced this degree of scrutiny and feel I have been treated unfairly... especially because I went through the face to face interview required to obtain my GOES and Trusted Traveler designation. While traveling today I received the 4x Ss. During the screening process one of my electronic devices was unable to start up due to a low battery level. I was given two choices... surrender a \$450 iPad or leave the screening area and charge the pad. I'll be damned if you think I'm going to hand over a iPad to some kid who can get a job flipping burgers at McDonalds... So... I left the area, charged the device, and returned only to have some stranger feel my junk for the second time in twenty minutes. Its criminal the way I was treated today... Buying an airline ticket should not mean a total stranger gets to feel up my junk! Anyway, after the agent finished feeling me up, he suggested I keep the devices charged when I travel because "you should expect to be subject to this type of extra screening in the future." I got the feeling that his little computer screen was telling him something about me that he wasn't fully willing to share. I need to be able to travel without unnecessary delays and constant secondary screening. I've taken time from my schedule to submit to the GOES interview and feel its only made my life as a traveler more difficult. I spoke with a person at the TSA complaint department today... she feels my name may be similar to an individual on some watch list. Please help me get this sorted out. I don't appreciate the treatment and there is no reason for me to be subjected to the level of scrutiny I have experienced in the past few months.

(b)(6)

Or

Closed

7/23/2014 4:20 PM

In January 2014 I applied for a F1 Visa in Frankfurt to study at the University of Los Angeles. My Visa got accepted. On March 3rd I flew from Dusseldorf/Germany to Chicago and had a connection flight to LAX. At the border the Department of Homeland Security singled me out for an interview. After sitting 1.5 hours in a waiting room without knowing why, a Mister [REDACTED] (b)(6) took me in a room and started to ask me questions. To that point I already missed my connection flight. He started to ask me about my earlier stays in the USA and accused me of working there illegally. He didnt believe what I said and told me I am lying and that this will end bad for me if I continue to lie to him. He went through my luggage, my phone and laptop. Old text messages on my phone became a drawback but he didnt believe my explanations and threatened me with punishment and banishing from the states for 5 years. He told me not to call an attorney or other help because that would end even worse for me. He assured me that if I do what they expect me to do I can apply for another visa and will be able to come back and go to school. Totally devastated, scared and desperate I signed the paper he gave me in the hope everything would come to a good end. I never did something wrong on my previous trips to the USA. I came to improve my english because I needed to take the toefl test to study at UCLA. My parents always supported me. I never worked in the USA. He didnt want to hear anything of that. He didnt even look at the sponsor letter of my father or the bank statements. He twisted my words and made me sign a protocol and told me if I wouldnt sign this I would be banned and probably even go to jail. I was really scared and signed the paper. They cancelled my visa and two police officers led me away to the next plane. I felt like a criminal although I never did anything wrong. When I arrived in europe the stewardess gave me back my passport. That was the first time I saw the stamp "Cancelled with prejudice" on my cancelled visa.

I would like to know if there is any chance for me to get another student visa or to travel to the US as a tourist again because I tried to apply for Esta for a short trip to Miami and it wouldn't be approved. I feel treated wrong and not fair. I know I should have never signed these papers but I was frightened. Like I said before I never did anything wrong and always followed the rules. I never had any other intention than studying in the USA to get the best of education and to improve my english. Thank you.

Closed

8/1/2014 12:32 PM

I am detained on a regular basis for long periods of time while all of my luggage, electronic devices and person are searched extensively. I am told it is because I am on **(b)(6)** list and that the FBI/Home Land Security has me flagged in their system. The officers have been not just rude but down right nasty at times. Although I have always provided them with a letter from my probation officer explaining that I am on the list of a consensual video made between my ex-wife and myself 16 years ago and that the crime was due to her reporting the video during child custody and divorce proceedings and the fact that she was 16 and I was 19 (making it a crime due to depicting an under age minor) the letter goes on to explain how we were married and she was pregnant with our child at the time the video was made in 1998 (she was considered an adult at the time due to these factors).

I have spoke to my congressman who ensures me that profiling like this is not suppose to be going on. Due to my continued harassment I am requesting that home land security produce whatever they have in their records for me with a justifiable reason for why I am being detained so that I can provide this information to my congressman and the courts of Pennsylvania and if needed the United States District court. Thank you for your time and attention!

Closed

8/15/2014 5:34 PM

My wife and I were both flagged for high level screening on recent flights. Wed like to know why, will this persist and how to make it stop. (b)(6) KTN  
(b)(6) KTN (b)(6) On 8/8/14 I was flying SW Airlines MDY-DEN. I was not allowed to check in online. I could not receive a boarding pass at the ticketing counter. At TSA, I was separated, given a comprehensive pat-down and my belongings were tested thoroughly. When I arrived at the gate, was not allowed to board with my 13 year old son and was questioned again before boarding the flight. On 8/15/14 my wife had the same experience. At TSA MDY she was told by TSA officer Manny she was on a terrorist watch list, that this was a big deal and she would need to get the FBI involved. She was frightened and upset. Although separate from this complaint, they also neglected to return her laptop.  
Directed to secondary screening after clearing immigration. Personal electronics were confiscated after extensive (greater than one hour) interrogation by Special Agents (b)(6). My wife was made to wait and worry while this took place. She was seven months pregnant at the time. Wed been in the transportation system for nearly 24 hours. Personal electronics were returned around a week later and exhibited damage.

I cannot imagine what triggered this. We are pretty clean-cut American citizens. This has not happened before. We have gone I through the TSA PreCheck process and have known traveler IDs (above). We would like to get it cleared up as soon as possible. We have also enlisted the assistance of our congressman.

Closed

8/16/2014 5:22 PM

I recently traveled to Europe. I had already boarded my plane from Dallas to Paris (7/9/14) when three separate flight attendants came back to my seat and asked to see my passport and ticket. I was a little alarmed, but when I asked what was going on, they wouldn't respond. On the way from London to Dallas (8/4/14), I was pulled aside at the gate after showing my passport and ticket. Out of 310 passengers on the 777, there were two names on a list that the gate security personnel was holding—one was mine. I was thoroughly frisked and searched again, and was asked to turn on all electronics. When I asked if I was selected at random, the employee stated that "They had had my name for quite a while." US Airways let me check in the previous day for my Dallas-to-Phoenix flight (8/4/14), but wouldn't let me print out a boarding pass. When I got to Dallas, it took two and a half hours to get my boarding pass, and that was only after crying in front of two US Airways personnel. By the time I reached my plane, they had finished boarding and I had to beg to get onto the plane. Any information as to why this is happening would be greatly appreciated.

Closed

8/26/2014 7:13 PM

<p>(b)(6)</p>	<p>When we showed our boarding passes to the agent just before boarding our connecting flight from CDG -Paris to the USA they pulled me aside. I was thoroughly patted down and my clothing, shoes and belongings was checked. They asked no questions and did this in front of everyone that was passing by to get on the plane. After arriving at US at JFK Airport I went to a Homeland Security agent who after swiping my passport told me that it said on the computer that I had to go to secondary inspection. He walked me and my mother to the room while the others waited outside. We were told "take a seat". After a few minutes I was called up and asked some questions. The officer put the answers into his computer. I was asked how old I was, asked if I was married and asked if he was ever in the service, and how I purchased my airline tickets and how we paid for them. I was told to write down my cellphone number, address, email address, the name of my school he attends and in which city his school is in. On our return flight from JFK to Israel we transferred in Rome. We were again questioned by security at JFK before flying to FCA-Rome. (We flew American Airlines then transferred to El Al). On the Xray line my hands were swabbed (as were some other adults as they were waiting on the line). When I asked them what they were checking they said, "I can't say". When my boarding pass was checked, I was told to wait there that they needed to call over someone to get us to secondary security. (I had the code SSSS on my boarding pass). They escorted me through the line to x-ray me again and my bags then came the secondary screening. I was told to identify my belongings but not to touch them. The person checking me put on gloves and asked if I was ever patted down before. Then they went to work patting me down very thoroughly. After that was over they inspected every inch in our carry on and personal bags. They again used the swabbing wand to touch every little thing in my bags and each time was put into a machine to check for something. We were asked to turn on our cellphones and our computers. The process took about a half hour. When I asked what this was all about they said I needed to ask the airline.</p>	<p>Closed</p>	<p>9/1/2014 10:07 AM</p>	
	<p>After arriving in the USA at JFK Airport I went to a Homeland Security agent who after swiping my passport told me that it said on the computer that I had to go to secondary inspection. He walked me to the room. I was told "take a seat". After almost an hour I was called up and asked questions about where I live and my telephone number that was on passport application. The officer put the answers into his computer and I was told to sit down again. This went on a few times and finally I was allowed to enter the United States. On a return flight from JFK to Israel I was again questioned by security at JFK airport. On the Xray line my hands were swabbed (as were some other adults as they were waiting on the line). When I asked them what they were checking they said, "I can't say". When my boarding pass was checked, I was told to wait there that they needed to call over someone to get us to secondary security. (I had the code SSSS on my boarding pass). They escorted me through the line to x-ray me again and my bags then came the secondary screening. I was told to identify my belongings but not to touch them. The person checking me put on gloves and asked if I was ever patted down before. The agent did a very thorough and somewhat embarrassing search including by my underpants and groin area. After that was over they inspected every inch in my carry on and personal bags. They again used the swabbing wand to touch every little thing in my bags and each time was put into a machine to check for something. I was asked to turn on my cellphone and laptop. The process took about a half hour. When I asked what this was all about they said I needed to ask the airline but there was no one there from the airline to ask.</p>	<p>Closed</p>	<p>9/2/2014 11:51 AM</p>	
	<p>In the past month I have flown 3-4 times domestically (in the US) and every time I've flown I've been flagged and subjected to lots of screening, waiting, and people checking through my whole laptop, phone, suitcase, purse, carry on, etc. The last time I flew, I asked to speak to a supervisor and he said that I have most likely been flagged or that someone with the same name as me has been flagged.</p>	<p>I need this cleared because I am flying to Turkey for my job in January.</p>	<p>Closed</p>	<p>9/2/2014 3:57 PM</p>
	<p>I'm almost always get the SSSS in my ticket for High Security Screening. Last screen they get me almost one hour checking my bagage and almost lost the flight</p>	<p>I'm an Electronic Engineer and always travel with several electronic device that I develop in my company. It's a problem to try to explain every time the devices I'm bringing with me, like oscilloscope, multimeter or other stuff and always they retain me to get more information about.</p>	<p>Closed</p>	<p>9/4/2014 9:32 PM</p>
	<p>During summer 2008, I was in Canada. It was my first time in CANADA to attend short course. I was traveling by car from Montreal city to Niagara Falls (side of Canada). I was using GPS device and the device took me through the road that goes through the US Custom boarder. US custom took my finger print and ask me to return back to CANADA direction. After that time I applied for US visa (visitor) and they gave me visa for 5 years. I am Professor at King Saud University , Riyadh, Saudi Arabia and I always attend conferences at USA 2-4 times per a year. The problem is as follows. Every time I visit USA I have to do additional screening because of 2008 issue. I asked the security to look at my issue and to give a solution for this additional screening . They direct me to use this website. My request: Kindly I want to avoid this additional screening since I am frequent visitor to USA where I always participate in many conferences each year at USA and the secondary screening delayed me from my connected flights and put myself in bad position in front of other traveler and affect my academic position.</p>	<p>This happens to me every time I enter USA after 2008. I always visit USA 2-3 times per a year specially from 2010 for tourist and conference attendance</p>	<p>Closed</p>	<p>9/5/2014 6:40 AM</p>
	<p>In my last several trips I have been screened and searched both at point of entries and departures. At port of entries they take away my laptop and cell phone to scan and god knows what!</p>	<p>My business is export of agricultural products mainly animal feeds for dairy cows for many years. I export to Iran and that is the market I know well. For exports to Iran we must have license from OFAC and we do have them as required. Since U.S law prohibits direct contact between Iranian and American banks then we have to use foreign banks as third party. This is what OFAC requires and advises. I am wondering if nature of my business and the fact that I export US agricultural products to Iran is causing this?</p>	<p>Closed</p>	<p>9/7/2014 10:35 PM</p>
	<p>5 Sept 2014, travel from RDU to BDL (Via BWI) on SWA 771. Was unable to check-in online the day before, thus only checked in upon arrival at RDU (and ended up with poor boarding order). Had SSSS on boarding pass, subject to thorough luggage &amp; electronics check &amp; full body pat-down. The experience was OK, but this is the 3rd time it happened this summer. 8 Sept 2014 travel from BDL to RDU via BWI on SWA 874/2233. Again, could not check in online day before and poor boarding assignment. Full thorough security checks. Since June/July, I've traveled with my check at security. Agent lost/dropped driver license and took another 5-10 mins to locate it. Check itself was OK, but troublesome (and could have been worse if my driver license had been lost!).</p>	<p>I traveled to Turkey on vacation on June 29- July 10th 2014. Since going &amp; returning to/from Singapore and BDL. I do quite a bit of travel for work, so this is getting to be really annoying. I am particularly worried for when I may be running late on my travels. Please help resolve!</p>	<p>Closed</p>	<p>9/9/2014 9:49 AM</p>

<p>(b)(6)</p>	<p>I have had SSSS printed on my boarding pass the past three times I flew. Additionally, I was unable to check in online or at a kiosk, and was asked to undergo additional security screening at the security checkpoint. The secondary screening first occurred when I was returning from a trip to Europe last month (countries visited: Turkey, Romania, Hungary, and Croatia, flying back to Washington through Frankfurt). At the Frankfurt airport I was given a full patdown twice and asked to turn on all of my electronics twice before reaching the gate, and was then called for additional document checks when boarding began. On a subsequent domestic trip to Atlanta to visit family, I also received additional screening and SSSS for the outbound and return flights. Before SSSS began appearing on my boarding pass, I had received TSA screening notices in my checked bags the past several times I checked a bag.</p>	<p>Most of my international travel to date has been work related: until June 2014 I worked for the U.S. State Department in the Office of the Global AIDS Coordinator. I traveled frequently for work (1-2 weeks per month), usually to Africa to work at U.S. Embassies on U.S.-funded HIV/AIDS treatment programs. Countries I visited on official business included Nigeria, Kenya, Ethiopia, Cameroon, and South Africa. Because I was a contractor, I traveled on my personal passport rather than official/diplomatic passport. I also flew to Atlanta frequently for meetings with the CDC. I also enjoy traveling internationally for tourism (I use the frequent flier miles accrued from my work travel and credit cards to travel as often as possible). It may also be worth noting that for my most recent international trip I was backpacking with friends, and booked two one-way tickets with United miles because of changes in our travel plans (Outbound Ticket: Washington to Istanbul, return ticket: Croatia to Washington via Frankfurt). Im not sure if booking one way international tickets is related to the secondary screening, but I would like to be able to check in online once again.</p>	<p>Closed 9/13/2014 2:01 PM</p>
	<p>Having SSSS on my board passes, subjecting me to secondary screening whenever I travel, has made my travel experience both difficult and humiliating. On several occasions my wife and I have been subjected to extensive and invasive questioning by TSA agents, and our personal belongs, including my laptop and smart phone, have been confiscated and searched. We find these tactics to be a deep invasion of our privacy. I understand the agencys goal for security, but I am in no way a threat and I am not comfortable with being treated like one every time I travel. Moreover, I believe TSAs targeting of me and my wife may be based on our race and religion, not for any justifiable suspicion of wrongdoing. Below are the instances in which the TSA has subjected me and my wife to unsavory delay: In January 2014, upon returning to SFO from visiting family in Iran, I was questioned for three to four hours about my contacts and family overseas. TSA agents took my belongings including backpack, wallet, flash drive and searched them, possibly copying the contents of it. I know this because when they were returned to me all items was misplaced. My wife experienced a similar four hour delay in February 2014. In April 2014, upon returning from a business trip in Germany, my point of entry into the United States was in Vancouver, Canada. I was questioned there over six to seven hours. I was asked extensively about my relationships and contacts overseas. Furthermore, TSA agents took my smart phone and business laptop and I believe made copies of their contents. Some of the items were taken from my possession for 6 hours. I DID NOT GIVE CONSENT FOR THESE ITEMS TO BE SEARCHED. Instead, a TSA agent handed me a card stating that he had the right to take and search my computer and other effects, then began doing so. These are just two of the recent incidents and there are more occasions when I or my wife traveled, we have been extensively questioned and delayed. I am very troubled by your agencys practices and request an explanation of why my wife and I are being put through such invasive and degrading screening processes. I plan on traveling to visit family and on business in the future, but I wish to do so without any hassle or delays as any other law-abiding U.S. resident would expect. I understand the agencys goal for security, but I am in no way a threat and I am not comfortable with being treated like one every time I travel. Furthermore, I would like to address any concern the TSA may have about me upfront and immediately to end this torment and save your agency the time and resources it wastes in doing so. It is very demeaning and degrading to feel as though I am being targeted because I am Muslim and not Caucasian. Thank you for your time and consideration into my TRIP Complaint.</p>		<p>Closed 9/15/2014 12:31 PM</p>
	<p>Permanent resident since 2008. Global Entry since April 2014. In my two last trips from Sao Paulo and Singapore to US, I have an X on my Global Entry kiosk ticket. It happened in two different airports, Miami and Dallas. No violations, nothing to declare. Traveling with a carry-on and a laptop. Not known issues with my fingertips.</p>	<p>I asked the immigration agents what happened and they recommend me to contact you to fix the issue.</p>	<p>Closed 9/15/2014 1:58 PM</p>
	<p>On my last visit vacation to the USA a few years ago, when trying to check in for our return flight to the UK we were questioned by a TSA agent at JFK. He asked if I had an iPod in my suitcase to which I replied no, he then said "so you are telling me you dont have an iPod", I said yes I do, its in my hand luggage, to which he got very angry and started yelling at me saying I had lied to him about having an iPod. He then turned to my wife and asked if she had an iPod, she replied yes, he asked how many gigabytes it was, she said she didnt know as it was present, he asked "well how many songs does it have on it", she again replied that she didnt know, to which he accused her of being stupid for not knowing how many songs were on her iPod "how can you not know how many songs are on it, what are you stupid or something" (this sentence is still engrained in my memory to this day). I became extremely argumentative with him as whether or not we have iPods is irrelevant to us trying to check in for a flight, and who did he think he is accusing my wife of being stupid. The agent then took our passports, walked off and entered some info into his PC, then handed them to the check in agent. Had a quiet conversation with them, which was obviously funny as they both burst out laughing, then we were called forward and given boarding passes with four Ss drawn on them. At security we were asked to wait in a separate area to have all of our luggage searched. A formal complaint was logged at the time with the head purser on my Virgin Atlantic flight. Every time I have visited the USA since, whether entering from Canada via Car, or transiting through en-route to another country, I have been subjected to secondary security searches delaying my travel, and almost causing me to miss flights.</p>	<p>Since this incident, and the experienced difficulty in passing through America since, we have vowed never to travel to your country again. Its just not worth the hassle, and I am not prepared for someone supposedly in authority, to speak to me wife in such a way. However, I unfortunately now find myself in the position where my employer has asked for me to assist in our business in America, and as I am currently the Canadian manager for our medical devices company, geographically it makes sense. As reluctant as I am to come back, it is something that I am being forced to do, so would ask that you kindly look into assisting me by having the Ss removed from my file, which were placed there as a result of a TSA agent on a power trip.</p>	<p>Closed 9/16/2014 10:35 AM</p>
	<p>On 08/27/2013 when I was coming back to US from Turkey through JFK, Two of TSA officers were waiting for me at the plane gate (air bridge), they took me to an office and asked me questions about my trip, opened and checked my luggage, back-bag and wallet. Then they sent my laptop and smart phone to different room to be checked as well. I had to wait from 10 pm till around 3:30 am. For all that time I was sitting in the room while my friends were waiting outside to give me ride home (Menands, NY) as I was tired and had to go to work next day. I asked the officers for explanation and no one gave me an answer about the delay and all the additional check. However, around 3:30 am I was told I am all set to go. By the time I arrived home it was 6 am and I had to take the day off from work.</p>	<p>This incident above wasnt the only one; I have experienced the same few times before that as detailed below: - On 01/13/2013 (coming back from Turkey) though JFK, I was kept in a private room for 3 hours and answered questions about my trip, luggage and wallet were checked as well as my laptop and my smart phone. - On 05/27/2012 (coming back from Turkey) though JFK, I was kept in a private room for 1 hour and answered questions about my trip, luggage and wallet were checked. - On 08/04/2013, 12/14/2012 and 04/26/2012 when I was leaving JFK to Turkey I had to go through additional security check. - On 12/14/2012 when I was leaving JFK to Turkey I wasnt able to print the ticket using the kiosk and had to wait for the ticket agent to print me my boarding pass. Note: All the 3 trips I had were either for medical purpose, meeting family or both.</p>	<p>Closed 9/18/2014 9:57 PM</p>

TSA000888

<p>(b)(6)</p> <p>Upon going through customs I was told to go over to the extra screening area where my documents were put into a folder. After about 20 minutes I was directed to a customs officer to go over my documents. After looking at the screen for quite some time the officer said that she saw something back in 1982. She wouldn't tell me what it was but said she could refuse me entry if she wanted to because of it. She said she was going to let me into the country because we (my wife and I) going on a cruise. She then gave me back my travel documents and passport and we boarded the plane. When getting off our cruise on March 15, 2014 in Miami Port (Caribbean on Carnival) we were again pulled out to go through screening. They went though our bags and then let us go.</p>	<p>I travel to the US for work to go to conventions and training courses (electronics) and I have my own business so it would create a real issue for me. I'm now hesitant to book anything for fear of being turned away at the border and it will restrict me from new products that require training in the US. I believe the incident the officer was referring to back in 1982. When I was 22 myself and 3 friends (b)(6) decided to go on a picnic to Point Roberts. For whatever reason the office wanted to inspect the car. He they went through the car and Donnas purse. Unknown to me (b)(6) had brought along some mushrooms and put them into (b)(6) purse (b)(6) had no purse). The officer tested them which showed them to be Magic Mushrooms which I believe (b)(6) was well aware of but didn't bother to tell anyone. I personally have never tried mushrooms nor take any drugs of any kind other than legal drugs for illnesses. I was completely unaware she had them in the purse and was very upset that she had done something so stupid. The officer informed us that of course it was illegal to possess them plus transport them across the border. He informed us that they would be fining her (b)(6) for transporting and hiding restricted drugs. Since (b)(6) had neither ID nor money the officer said that they would hold my vehicle till the fine was paid and from what I understand now fined me not (b)(6). They said we were free to go into the US but the car would be staying there. I came a week later with the money and paid the fine and got my car back. I have been going across the border now for 30 plus years with the occasional search which I have no issues with but to be told I can be refused entry now because of something that happened 30 years ago and I wasn't even the person with the drugs is has a real impact on my business and livelihood. I feel that this mark against me should be removed.</p>	<p>Closed</p> <p>9/22/2014 2:28 PM</p>
<p>During my last two entries into the US from Germany (December 19th, 2013 and June 14th, 2014) I have been delayed entry into the US. On June 14th the DHS officer even searched my laptop. I will be traveling back to the US for vacation in approximately 1 month and would like to prevent this from occurring again if possible. I would like to know why I am am being delayed entry to the US and what I can do to resolve this issue? Thank you. (b)(6)</p> <p>Dear Madam/Sir, I am a Canadian Citizen living in GTA Ontario and in my all previous 3 trips to US as a Canadian citizen I have been stopped for detailed questioning and screening for 2-4 hours. I am given no explanation why I am being subject to this treatment. I got a redress number too, but it did not help at all. After my recent travel with redress number and being stopped again I contacted CBP and was given this reply: "It is recommended you reopen your Redress with TRIP as it appears whatever information they stated was cleared, appears not to be cleared in all systems. When you re-file a DHS TRIP; please include your prior Redress Control Number (RCN) and explain your new experiences." Previous Redress Number: 2174043 Details: - First time it was approximately for 2 hours in March 2013 and I missed my flight resulting in 6 hours wait at Toronto Pearson with my pregnant wife. Me and my wife were questioned, searched and all my personal documents were copied. - Second time I had to drop my sister in law with her 2 year old son in Buffalo also in March 2013 and was stopped for 4 hours at Buffalo border near Niagara falls again for similar questioning. - Third time recently on Aug 5th 2014, I traveled again for my cousins wedding in NJ and was stopped again for 2 hours with same questions, searching, copy of all my document and screening of my devices including work laptop and personal cell phone. I almost missed my flight and was the last one to board. I am a law abiding Canadian citizen and do not mind CBP questioning me, but I am sure you agree that this is causing lot of delay in my trips and inconvenience to my family and friends. I cant even travel much with my friends and family as it makes them late too while crossing border. My daughter is 16 months old now and I will soon be traveling to US with her to see my family and friends here and also I want her to see US with me. I am also involved in Tech startups and my work requires me sometime to travel to US to attend conferences and events. I was suggested to get a redress number (b)(6) which I got after 6 months wait time stating that all records which needed to be corrected have been corrected, but with my latest visit I was told by officers that redress number doesn't help and is only good to book flight tickets. I am not sure anymore who to ask for help and not even sure what really is causing this. I hope you can understand my frustration with these delays and inconvenience without even knowing why this is happening. Even at the same airport I have been stopped twice with same questions and screening. I would really appreciate your help in easing my travels to US. I will be happy to provide any more information you need. I have no complaint against CBP officers as they were very professional, I just need help in easing my travel as I have provided all requested information and can also provide more. Thanking you in anticipation. Best Regards. (b)(6) Citizen: Canadian Passport number: (b)(6)</p>	<p>Closed</p> <p>10/13/2014 4:08 AM</p>	
<p>Advised by CBP to reopen redress number: "It is recommended you reopen your Redress with TRIP as it appears whatever information they stated was cleared, appears not to be cleared in all systems. When you re-file a DHS TRIP; please include your prior Redress Control Number (RCN) and explain your new experiences." Previous Redress Number: (b)(6)</p>	<p>Closed</p> <p>10/14/2014 6:23 PM</p>	

(b)(6)	Previous Redress Control Number [REDACTED] (b)(6) wrote email by june of this year complaining that for about 15 times in a row they send me to screening and searching my bags at the entry in US..this because they think i have a bank account in us ..and the true is that i go to us only for some shopping and visit the city..gave to you all information in my last request about my university status,work and everything..even my password was given to you...i was hoping you could fix that..but all my previous trips have been hard with the same questioning and now it is already 20 times in row with screening,questioning etc..and when i thought it could not get worse..i got a big surprise when i arrive flight 906 on 11oct..the officer DID NOT believe any word i said..even explaining to him all that happened to me in the past about the misunderstanding and everything..he also did not consider that i'll be graduated engineer at the end of this year..gave to you all this information in my last email in june..and looks like no investigation about this was done..because the officer this time was very rude said very loud that he was gonna send me to jail because i was lying...he also asked another officer to bring the handcuffs..if you do not believe ..check the cameras on that date at that time..i was in such a stressfull situation to be accused of things i never did...my wife has heart problems ..she was hospitalized many times in the past because of that..she CAN NOT ..to be involved into stress..i can send you all doctor papers and hospital papers saying that if you wish..at this time we were travelling with a friend ..instead of asking my friend to seat down in any seat while he was questioning me..he ordered her to stand up right in front of a wall and stay paralyzed looking against the wall..was a very humiliating situation..especially because there were many others passengers at customs at that time..and saying things like you will never see your sons anymore..JESUS ..never ever in my whole life had to face a situation like that..i was worried with my wife that could have had a heart attack because of the torture..after all that he came back with our passports threw them on the table and said i would have to declare all the items that i buy in US before leaving the country..i said OK ..is that the problem..no more..i feel happy to declare even a chocolate i buy..left the airport very said with my wife feeling very bad ..and she had to stay in bed for all day trying to recover herself..NOW the best part of all this..is that before leaving the US..at the airport i look for customs again to declare my items like the officer had requested..SPOKE with the agent CASTRO at customs showed him all my receipts and my bags of everything i had bought ..even the food i had eaten in US the total was 610 usd..he said to me ..Who asked you to come here..WE DO NOT DECLARE MERCHANDISE..i said how come i was told to be here..DO NOT WANT TO BE IN TROUBLE PLEASE ACCEPT THE DECLARATION OF THESE ITEMS..he said IMPOSSIBLE WE DO NOT DECLARE IT..ONLY MONEY..AND SO I DO NOT UNDERSTAND WHAT YOU WANT FROM ME..PLEASE IF YOU DO NOT WANT ME TO GO IN US ANYMORE NEITHER TO VISIT OR DO SOME SHOPPING ..JUST TELL ME THAT..AND I SWEAR TO GOD I WILL NEVER STEP MY FOOT IN YOUR COUNTRY AGAIN..OR IF I HAVE TO FACE ALL OF THIS HUMILIATION AGAIN..TELL ME THAT NOW..AND I WILL DECIDE MYSELF NOT TO GO TO YOUR COUNTRY ANYMORE..I HAVE PRINCIPLES I DO NOT GO IN PLACES THAT I'M NOT WELCOME.. HOPE YOU CAN SOLVE THIS ONCE AND FOR ALL REGARDS [REDACTED] (b)(6)	Closed	10/20/2014 11:07 AM	
(b)(6)	ive been always sent to secondary check when i return back to the united states except for two times (Out of more than 20 times!) but this time, i had a small business trip to Canada just across the border (stayed in Canada for 2 hours) what got me worried is that the officer asked me about my Saudi Passport! ive never had a Saudi passport in my life! the only citizenship that i hold is Sudanese and i am permanent resident in the US. the other issue is that the officer asked me to unlock my phone and tablet (i dont think that was appropriate or even necessary at all to go through my personal data!).	So i need to know, am i a suspect? or considered a threat? if Yes then i want to clear this out. if not, i want to know why i always been send to secondary check? is it because im from Sudan? or because im Muslim and my Middle name is Mohamed? i really need to know (i guess i have the right to know!).	Closed	10/25/2014 9:55 PM
	After clearing Global entry and walking towards the entry gate i was pulled off to the side and escorted by two agents to another area. I was questioned extensively by three agents about many topics including my family, my job, my travels, my past, and a variety of other subjects. It was clear they had suspicions but they could only have been based on hunch or profiling. One agent took my laptop (which has not worked properly since it was returned to me) and connection cable and returned about 20 minutes later. My suitcase was searched in great detail. The contents were examined microscopically and the suitcase lining was examined. After finding absolutely nothing one of them began insinuating that I had visited Peru for the purpose of sex. This offended me greatly and was clearly out of line. I am a trusted traveler and travel as a hobby. They had no reason whatsoever to treat me the way they did.	Closed	10/29/2014 6:15 PM	
	On August 14th I was denied an application for a H1B visa as part of a move work for a US employer (Qualcomm) in California. I have subsequently had to decline the employment offer with Qualcomm and pursue alternative opportunities for work in Canada. I am now employed by Huawei Canada in the position of Senior Vice President, Device and Enterprise Security. This position is based in Waterloo, Ontario, Canada and will involve frequent travel to the US to present or attend conferences or attend internal meetings at our R&D facilities (New Jersey, Texas and California). I have no direct reports in the US and will not be directing activities of US employees. Im hopeful that I can have my record updated to reflect that Im no longer pursuing US based employment as I do expect frequent travel to the US. I expect at least a dozen trips per year to the US for business and another 2 or 3 for personal travel. My original event identification is SIGMA Event 2824439, and the event identification is TOR1408000152. Thank you for your attention in this matter.	In all cases my interaction with CBP has been positive. This is not a complaint, the service, including the referral to this web site, has been nothing but professional. Ive been traveling to the US for business more than a dozen times per year and completely respect the job that they do.	Closed	11/3/2014 3:33 PM
	Incident happened at the port of entry in Brownsville Texas, at the so called New bridge coming from Matamoros Mexico, after I finalized my first inspection and admitted in the USA as a United States Citizen. I was asked new second inspection Mr [REDACTED] Federal Agent addressed me in Spanish, and I replied back to him in English, I fully followed all the instructions of Mr [REDACTED] Federal agent until the inspection finalized, and I politely asked him, If he was done the answered from Mr [REDACTED] was affirmative, I asked him why he addressed in Spanish, If I am a U.S. citizen at a federal building, no different from the post office, I stated that I was being racially profiled, If you see the cameras, I left the inspection area and I went to the Homeland Security office and kindly requested to speak to a supervisor, the acting officer Mr [REDACTED] denied access to a supervisor, he wanted me to give my statement to him, I told him that I a U.S. citizen and that you as federal employees work for us and left premises, this is blatant case of racial profiling and denial of service at a federal building. The intention of speaking to a supervisor was to address my issues and concerns to him and avoid further reporting because there are very intelligent and capable supervisors that understand the importance of having a good relationship with the public, specially with U.S. citizens because my rights were infringed by officer [REDACTED] here I am now writing this complaint. Please act upon it. Racial profiling is not welcome at federal facilities, regardless or race, national origin or place of birth we all should be treated the same, and denying access to a supervisor constitutes a violation of service at a federal office	Closed	11/6/2014 2:36 PM	
	Recently I have noted that I am being stopped consistently at border crossings and airports and being sent to secondary inspection. I have an H1B visa and I am on Adjustment of Status for an Employment based green card as well. I am from Pakistan and I never had these many problems before. I am an engineer in an electronics manufacturing company and my job requires me to travel to our plants/locations in Mexico, China and Japan and this is very concerning to me. Just yesterday (11/05/2014) I was coming back from a Business visit to China and Japan and I was stopped at JFK airport and the border agent told me that he has to take me to the secondary as my name is coming up as someone who is required to go through secondary. This happened back on 10/01/2014 as well when I was returning to US from our Mexico plant via road (Brownsville Texas crossing). I need to know what kind of information do you have based on which I am consistently being stopped. I suspect my disgruntled former landlord (Named: [REDACTED] whom I reported to the town of Huntington Suffolk county NY for having an illegal apartment & Salon has something to do with this, because he threatened to do something with my legal status in the US and vowed that he would never let me stay in the US, all that in retaliation of me reporting him to the township (Proof of which could be provided if required). Please let me know why my name is coming up as someone who should always have to go through secondary inspection at border crossings and airports as this is a source of extreme concern to me.	Closed	11/6/2014 10:33 PM	
	I was traveling from New Orleans to Columbus Oh via Dallas on 11/9/2014 AA flight 150. When entering the TSA check point I was greeted by a pleasant lady at a desk who told me I was prechecked but the precheck line was down but I still didnt have to take off my shoes, outer coat or remove my lap top. I entered the physical screening area and there was an TSA employee shouting loudly to passengers to straighten out bins, grabbing them out of their hands and disrespectful tone of voice and gestures. I left my laptop in bag and it went through the xray machine. When I passed through the scanner my bag was pulled aside by an TSA employee for further check. I stood for 10 minutes waiting for my bag to be looked at further while many TSA agents were walking around idle. When I asked the person when my bag would be screened he said "when someone gets to it" when I asked when he said "Im not getting an attitude with you". I waited a while longer and felt embarrassed and humiliated. When no one was looking at my bag I turned to a desk where three people where standing and asked "who is in charge here and can I have my bag checked". One lady told me "you dont have to get to a flight right away, well get to it when we can" She then asked a TSA agent to check my bag and she rudely walked by me unsmiling and said "you had to take your lap top out and now I have to rerun it through the machine again. She stood for many minutes before she started to move and it took quit a while for my bag to go through. I had the feeling she was delaying her movements to punish me for asking for assistance. I finally got my bag after they allowed it to go through and I went to my gate without further problems.	I felt as if the culture of the TSA at this airport was unprofessional and used passive aggressive tactics to assert themselves. I have traveled to many airports and this is the worst I have been treated. The TSA agents at this airport need further training to deal with the public in a polite and efficient way.I was fearful while I was waiting and felt if I spoke out I would be retaliated against and would not make my flight or they would harass me further.	Closed	11/9/2014 2:30 PM

TSA000890

(b)(6)

Last April on Good Friday long weekend all of my siblings and their families gathered to be with my mother, who is 75 years old and lives in New Jersey, USA. On April 18, 2014 I attempted to enter USA via Massena border (Cornwall, Ontario, Canada) to join this family gathering. I was with my wife and 3 young children. I usually enter USA via Alexandria Bay as I used to live in Ottawa, but in April 2014 I went to Massena border because I recently moved to Cornwall. At the border we were stopped and were taken inside the CBP office for further queries. We have almost always been stopped at the US border in previous visits for a considerable time, which have always been stressful. However, this time I was taken further inside a closed cell and I was kept there for more than 4 hours, separated from my family. This never happened to me before over the past 13 years during several visits to USA. After all the processing and questioning by the Department of Homeland Security officers, we were denied entry into the USA and my laptop and cell phone were also detained for forensic check. This kind of treatment with me and my equipment has never happened before and we have never been denied entry. My laptop and cell phone were returned after two weeks via CBSA (Canada Border Services Agency) and the officer told me on phone that every thing was clear and nothing concerning was found. He further advised that we should choose a bigger border next time like Alexandria Bay as they are better equipped. On Oct 4, 2014 I intended to celebrate a religious festival with my mother, I went to the Alexandria Bay border with my family. As usual we were called inside the CBP office and then later I was put inside a room with my hands cuffed, separated from my family. Getting handcuffed without any reason really put a psychological and emotional strain on me (it never happened to me in my whole life). After almost 5 hours of this ordeal, we were again denied entry. Although the CBP officers and DHS officer (who came to interrogate) were all satisfied and were very positive that we will be permitted to enter the USA, they too were surprised when we were denied. They could not tell the reason for the denial, as everything was clear in my file and records.

Closed

11/17/2014 7:40 PM

My family and I are peaceful citizens of Canada. My children were born and are being raised here in Canada. I have done my PhD in Electrical Engineering and I am working in a hi-tech company in Ottawa (which is head quartered in USA) as a Network Diagnostic Engineer. My siblings and mother live in the US and are law abiding and peaceful citizens of USA. We never had any problem and have any records that could be of any concern. I like to visit my aging mother frequently because of her illness and age. I would like to request to please look into this matter and let me know the reason for denying us entry into the USA. We have traveled to USA several times over the past 13 years. Aug 2013 was the last time we were allowed and we had no problem at that point. Since April 2014 we have been denied twice. We would like to know what changed during this period, so that I can clear any concerns and remove any doubts and could be allowed to visit my family. I would like to highlight that my family and I have been very cooperative each time we crossed the border. I would also like to acknowledge that the interaction of the officials with us at the US border has always been very professional and they treat us with all the politeness and friendliness, (except for the handcuff part which still has a physical and psychological impact on me).

Dear Maam or Sir, I was subject to secondary screening during my entry on Nov 21 2014. The purpose of my visit was to spend Thanksgiving leave with my daughter, Lt. [REDACTED] United States Marine Corps. I am a valid green card holder and permanent resident of the U.S. I was held for over 4 hours at the secondary screening. The secondary screening was caused when I pre-screened my green card at the point of entry kiosk, and received a printout with a big "X" across the entire sheet. When I proceeded to the entry counter, the receiving agent Officer [REDACTED] sent me to the secondary screening after taking my photos and fingerprints, and receiving my customs form. In the secondary screening area, I was called to counter 12/13 and Officer [REDACTED] look over processing. Right away my German passport was taken from me and when I inquired the whereabouts of my passport later, Officer [REDACTED] initially denied knowledge or possession of said passport. Later I asked a second time, upon which I was told that someone was working on my case. Meanwhile my daughter, who was in the waiting area, was getting concerned as more than 2 hours had already elapsed. I was updating her via text message but was denied usage of my cell phone by a third officer by the name Officer [REDACTED]. Later I asked Officer [REDACTED] who said of course I was allowed to use my phone. However, Officer [REDACTED] returned and insisted I was not authorized to use my cellular device. At this point my daughter contacted TSA, who radioed CBP. She also asked 3 CBP agents, who were patrolling the airport, whether I was receiving water and access to a restroom, and Officer [REDACTED] (female) went to find out whether my basic needs were guaranteed. At this point I asked to speak with a supervisor, and I was told he would come any minute. However, the supervisor never came, and instead a third investigating officer, Officer [REDACTED] joined Officer [REDACTED] at the counter. Soon after that the former commenced a brief interview. During the interview he entered the answers into a form. One of the questions was whether I had ever been arrested. I was also asked about my ex-husbands first and last name and date of birth. After another wait Officer [REDACTED] returned my passport, and finally after about 4 hours my documents were returned, and without further explanation I was permitted entry into the U.S. My daughter was told that I had been in the secondary screening unit for the longest time out of all passengers that night. She inquired with TSA as it was nearing 0100 on Saturday morning of 22 Nov., and all other counters were closed. TSA radioed CBP and my daughter was told a supervisor would be available later to answer questions. After I was released my daughter insisted to be seen, and after Officer [REDACTED] we finally got to speak with the supervisor, Major [REDACTED]. Citing privacy concerns and the nature of the investigation, he was unable to provide additional insights into how to improve my screening in the future. I am a 66 year old retired teacher of 40 years, and good citizen with no criminal records in any country at all. My daughter is a naturalized U.S. citizen, and has served in a government position protecting U.S. interests for more than 6 years. She is working to keep foreign persons or entities from harming the United States, and to protect those who serve its interest. It is in both her and my interest to identify the underlying issue that caused the secondary screening, so that I can be spared from such humiliating treatment and violation of my basic rights and freedom. This includes to identify and rule out any possible duplicate identities, underlying data errors such as finger print issues or social security number errors. As a permanent resident, and with my daughter being the sponsor, the basis for the approval of my green card was the absence of a criminal record and good legal, financial and moral standing. My passport documents multiple entries and visa admission stamps to the U.S. prior to being a green card holder. Not once was I subject to such secondary screening procedures before. Instead of improving the admission at the point of entry, my status as a permanent resident has caused more screenings and delays. I appreciate your cooperation and guidance in identifying the cause of these problems with any applicable government agency. Very respectfully,

(b)(6)

Closed

11/23/2014 7:34 PM

Every time I travel abroad I am sent for secondary inspection. In 2010, when my wife and I were going through divorce, we had an incident where she charged me of assault. On 10/06/2010, I was arrested by Euless Police Department. Due to lack of financial resources to go to trial, I pleaded Nolo contendere at that time to the charge of Assault Body Injury (FM). I was placed on 90-days probation and after that the Deferred Adjudication was dismissed. I am a tenured [REDACTED] in the [REDACTED] at Arlington, Arlington, TX. I have an adjunct position in the [REDACTED] of University of Texas Southwestern Medical Center at Dallas, a national premier medical university. I am a state employee with an accomplished record of professional and civic services. I have authored or coauthored more than 35 peer-reviewed journal papers and have given a number of invited talks/seminars at international conferences/symposia in the areas of nano-fabrication and chip-based detection of DNA, protein biomarkers and cancer cells. I have served on various national and international scientific grant review panels. I am a senior member of Institute of Electrical & Electronics Engineers (IEEE), and professional member of organizations like Biomedical Engineering Society, Biophysical Society, American Society of Mechanical Engineers, Sigma Xi, European Society for Nanomedicine, etc. I was a recipient of [REDACTED] In 2011, I was chosen as [REDACTED] UT-Arlington selected me for the [REDACTED] (b)(6)

(b)(6) last year, our College of Engineering also nominated me for Presidents Award for Excellence in Teaching. I was awarded Sigma Xi Outstanding Faculty Mentor Award in 2014. I am a law-abiding and tax-paying resident of USA, living here with my wife (we reconciled) and 3 kids who are US citizens. The above and many other things are part of my everyday life and I assure you that the only one incident on my criminal history is an anomaly on my character. I feel that I have come full circle in my personal life and it should not haunt me every time I am coming back from a foreign trip to USA. I have spent countless hours in secondary inspection which is not the best use of my time or the time of CPB officers.

Please remove the flag from my profile.

Closed

11/26/2014 11:18 AM

TSA000891

(b)(6)

To whom it may concern, I have had approximately six instances of being put through secondary and or enhanced screening and I believe it is based on my being a Muslim. There could be no other reason. All of these events happened at San Francisco International Airport Terminal. Starting in December 2011 when I returned from a brief holiday to Cambodia and Malaysia is when this all began. At arriving at the customs and immigration line, the officer marked on my arrival card BC in red. I could guess that that meant Bag Check, so, no big deal. I have nothing to hide, and these officers are doing their job. After picking up my luggage I was shown to the luggage check questioning area. All the officers were professional and on opening my bag, they saw my Quran and prayer rug. "Ohhh, your a Muslim? Cool" says the officer. Ok, no problem for me, everything is professional and courteous, but I find it odd how Intently my belongings are checked including my dirty underwear! Haha, ok, fine. The officers ask for my California ID, and I see them intently entering information on their computer terminal. The whole episode lasts probably 30 minutes and I am on my way. Something tells me, this will be happening quite regularly now in the future. I have been traveling regularly to s.e. Asia since 2006. Usually twice a year. Originally I was going just for holiday as I really liked it there, and now I actually live most of the year there as an English teacher with my wife who is a teacher as well. I had a year of and a bit of saving up money until my next trip which was around March 23rd, departing from San Francisco of course (I have lived in the Bay area for many years) and going for ten days. At check in at the airport (EVA luggage, I always fly with them) there was a bit of a delay as the ticket agent took my passport to somebody to look at, then came back and issued my ticket. On the ticket on the upper right was a series of SSSSSSS. I did not think anything of it, but now know it means Secondary Search. So, I go to the departure check and sure enough, I am told I will require secondary searching. The officers were COMPLETELY unprofessional. When they saw the SSSSS, one called out to another, "Got one!" somebody else said they were getting a free pizza. What the heck? Here are these officers slapping each other high five in front of me for doing there jobs?? And I am being put through secondary search. Great, ok, no problem. BUT, I know this is all related to my last trip and that I must be on some list now. I get the thorough secondary search and proceed to the gate. After boarding the plane and waiting for around 10 minutes, a group of stewardess approach me and tell me I need to gather my belongings and exit the aircraft. ?????! Ok, grab my stuff and exit, head up the ramp with a manger type, they tell me I need secondary screening. I told them I already went through that. They have to call DHS and have them come look at me and confirm that. I wait, nervous, embarrassed, you name it. The whole plane is waiting on me at this point and I am sure they will leave without me. The same DHS officers who searched me, come, see me, and say, "Yes, we already searched this guy". We then wait for a supervisor to come and sign off on that and I am allowed to board the aircraft again. Needless to say, everyone is staring at me and wondering what is going on. I go on my trip, and ten days later I return to SFO. I had met my now wife, but at that time fiancee in Indonesia on this trip. I exit the plane, go to the customs counter, the officer chats with me normally, then get quiet on looking at his screen, marks something on my card and makes a phone call. An officer comes and collects me and takes me to some strange waiting room type place that has several people waiting in it. Great, here we go I think. But I am staying calm and collected. An officer comes and gets me and says lets go get your luggage. I am then taken to the same secondary bag check screening that I went to on my last trip. The whole questioning begins again, but now it is very invasive. I get asked continuously, so, how much money are you travelling with? Really, I got asked it like every ten minutes over the course of two hours. I mean really! I had 50 bucks cash, my debit card, and a pack of cigarettes, and the outcome didnt change the more they asked! At one point, an officer is too my right going through my bag, and officer on my left has my wallet. I then see the officer on my left has taken out a photo of my fiancee she had given me and wrote to me a very personal and heartfelt message on the back. The officer is reading the message and writing down something on his glove he is wearing using it like a notepad. At this point I become very angry and yell, WHAT ARE YOU DOING and take the photo from him. I demand to

see what he had written on his glove. He says it is all routine and that I will help me in the future when we get married and I want to bring her to the USA. Absolutely ridiculous. Then my phone and laptop are taken somewhere and I am just forced to stand there. The entire episode takes around 2 hours while my family member who is picking me up is worried sick and just circling the airport this entire time. June 24th 2013 I am leaving again to go and get married and start my life overseas. Check in like normal, OF COURSE have the SSSSSSS on my ticket and go through the intense secondary screening on departure. Thankfully I am not yanked off the plane this time. So these are my events. On the horrible two hour episode, I asked the officers why this was happening? They would not really answer me. I told them that I know this was because I was a Muslim; there could be no other reason. I have also now had problems here in Cambodia on when trying to add pages to my passport and ALSO had my wife rejected for a non immigrant tourist visa (so she could meet my happen to be Muslim. I have nothing to hide and even told the embassy staff if they had anybody that wanted to ask me questions about anything, they could freely do so.

12/5/2014 7:10 AM

02/08/2014 LAX Upon returning back to the US after taking midterms at Cairo's Azhar University, I was stopped for approximately two and a half hours. I was escorted by an officer while retrieving my luggage. Thereafter, I was interrogated while the officer searched through my entire luggage. Among the questions were, Who are all your friends there in Cairo? what mosque do you go to? Who is your mentor you follow there? How many times do you pray a day? Why did you go to Mecca for so long? What do you think about when you are at the mosque in Mecca for all that time? I ascertained from his line of questioning that he was assessing my level of religiosity. Unfortunately, I did not record his name 06/18/2014 LAX I returned back home after final exams at Cairo's Azhar University and was met by 2 officers at the plane who held the entire plane up until I exited. They escorted me to my luggage and took me behind a door to a secluded area. My laptop and phone were asked for and I permitted the agents to look at them. They were taken to another room with some of my books for about an hour. The questions were more general this time. After the officers were finished, I was escorted to a room where ICE agent Daniel Rocha was seated. I noticed I had been added to the SSSS list for an extensive security search.

I would like to know why I am being held for extensive searching. I am an academic working towards a PhD and my research requires frequent travel. Although I have traveled to Syria in the past for education, I have no further intent to ever go back there. I am involved at the communal level in my area as a religious scholar and work as a lecturer at the Institute Of Knowledge Seminary locally.

Closed

12/5/2014 10:14 PM

Could not check in online for either portion of my flight to Jamaica on 12/6/2014 or 12/13/2014. Pulled for additional screening on 12/6/2014 in Indianapolis Indiana. In the Jamaica airport on 12/13/2014 pulled for additional screening in a closed room while trying to get through security. After clearing customs in Baltimore (coming from Jamaica,) and trying to reenter security to get out our next flight to the Indianapolis airport, I was pulled for "additional screening" which included a full-body pat-down including touching the sides of my breasts, removal of items from my carry-ons, and checking of all items with the swab for explosive devices. Also had to have my hands swabbed for several flights to Florida in the month of September for job interviews/cruise. This is clearly not random screening and indeed the TSA agent in Baltimore recommended I file a complaint/inquire for redress.

Closed

12/15/2014 8:33 PM

subject: Denied entry in United States of America Respected Sir/Madam, This is to bring to your kind notice that I was deported from U.S on 8th Dec 2014, on the charge that I have given wrong information to the U.S embassy in Chennai and that I worked in U.S. 1. Wrong Information: When I had initially applied for U.S Visa, I had given the reason that my brother Late [REDACTED] (b)(6) was getting married in U.S and had submitted his wedding invitation also, but it has been wrongly entered by the officials of U.S embassy in Chennai that my sister was getting married. I came to know about this only when I was questioned by the CBP in Philadelphia on 8th Dec 2014. a) When I visited U.S in the year 2011, 2012 & 2013 I had no problem at all. b) My sister [REDACTED] (b)(6) had filled in my U.S visa application who lives in Germany and she got married in the year 1997. c) My parents [REDACTED] (b)(6) and [REDACTED] (b)(6) had also applied for U.S Visa for the same reason. 2. Working in U.S: They also charged me on the context that I worked in the U.S in 2012 as I had Sams Club card and Bank of America card. a) Sams club card was offered to me by the members in Sams club so I bought it, to purchase electronics. b) I opened an account in Bank of America as I was finding it difficult to carry the dollars everywhere and as I had to travel to other places I needed to book tickets online, etc. 3. Reason for Travelling: The main reason of me travelling to U.S now was that my brothers second sons birthday is falling on 5th January 2015. (For your kind information my brother [REDACTED] (b)(6) passed away last year in Washington). a) As my parents are almost 67 years old and cannot travel and my sister lives in Germany ( she has three children) so I am the only one who needs to travel abroad to visit my brothers kids on behalf of everyone in the family. b) I had accumulated all my holidays for this reason of being with the kids. Its almost a year and half since my brother passed away and we have not seen the children, infact I have not seen the second child till now. 4. About me: My parents have their own house here in Chennai. I also have a own house in Chennai on my wifes name, I am well settled as a P.R.O in Aasife and Brothers Briyani Centre. My wife is the Coordinator of CPS Global school and my kids (Two) are in good school here getting excellent education. So there is NO NEED for me to work there in U.S. 5. Incident at Philadelphia immigration: This time when I landed in Philadelphia airport I got a 6 months permit. But later on the CBP officer deported me on the above mentioned context. a) Also want to inform you that when the officer was questioning me, I was half asleep, but I have given all the information correct up to my knowledge. b) But at the later stage of questioning, the officer asked me too many questions which confused me and he asked me some questions for which I replied "No" but the only thing he kept on asking me was "Do you understand the question" for which I replied "Yes, I can understand" ( meaning I understood his questions) but my answers to those questions were "No". So my Yes was to state that I understood the questions. Later when I received the papers about our conversation for signing I saw that the questions for which I said No was written as Yes and later the CBP officer told me Good Luck , your flight is waiting for you to return after which I was deported and within 5- 10 min I boarded the flight. While having the conversation with the officer my luggage were sent to the flight for return. 6. Request :The main reason for me writing this letter to you is to inform you about the problem that I went through because of a fault of someone. I request you to kindly rectify this mistake and help me come out of this issue as soon as possible as I need to be present during the kids birthday, at least for my late brothers sake. I am attaching all the related documents with this letter. Kindly do the needful. Thanks and regards [REDACTED] (b)(6)

Closed

12/16/2014 10:24 AM

TSA000892

(b)(6)

I am writing to request a review of my situation with US CBP. On a recent thanksgiving cruise with my family to Mexico, I purchased medication (using USA prescription carried at all times) and upon returning to the ship, I handed the medication to the cruise security officer (as requested per rules). Once in Long Beach, I was questioned by CBP who approached and advised I could not purchase and bring medication from outside the US, which I had no idea and learned that day. This was the first time I had purchased medication overseas (only due to cost compare to US). I complied with the cruise rules and handed the medication to the cruise security officer before even leaving Mexico and never tried to hide it from authorities, since I was completely unaware of the issue. I suffer from degenerative disk disease on my back (L4 and L5-S1) and have been fighting my health problems for over 3 years and I am on pain medication 24 hours a day, so I can have a normal life. In addition to my back, I also have a tear on my annular cartilage (pelvis), which also results in excruciating pain when walking or even sleeping at night. Upon my return to the US (Long Beach) I was taken to the CBP office and asked several questions, the officer advised he had to call my pharmacy to verify the legitimacy of my daily usage of pain medication. In addition to my degenerative disk problems, I was also diagnosed with adult ADD because of my difficulty in concentrating with work, which I am prescribed medication as well. I am prescribed 2-3 tablets of Percocet for my pain on a daily basis and 1-2 tablets of Adderal monthly and the officer confirmed with my pharmacy I actually purchase all medication in the US and my answers were validated. My pharmacy not only verified my medication ordered every month and also provided a copy of the prescriptions to the CBP officer who then release me and gave me an administrative fee (which has already been paid). I have several additional comments but the fied does not let me add much more. I would love to share the rest of the incident.

Closed

12/26/2014 1:59 PM

I have several documents proving my health situation described above. In addition to doctors letters, physical therapy sections, chiropractors, over 4 MRIs in the past 3 years (including the CD disk from the doctor) and everything to prove I am legitimate taking the medication so I can live a normal life without pain. I am happy to share ALL these documents as well as my pharmacy contact so you can refer to them and confirm my use of all the medications described above and to prove my words. I would never put myself in a difficult situation had I known I could not purchased medication overseas and bring to the US. I learned from the officer the reason is because these are not FDA approved, which make total sense. I am a citizen without any previous arrests or infringement against the law. In addition, I had Global Entry status, which I proudly applied and was given because of my high level of trust with my country. Please review and request any additional documentation so I can have my name and reputation cleared from any unfortunate mishaps. Again, I had no idea this was not permissible and am embarrassed for myself and my family, but I didnt have any intentions to lie or hide my actions from the US CBP or the US laws. Again, I handed the medication to the ship security after coming on board not knowing this was not allowed, and fully complying with the cruise line rules and CBP rules. Please review and request any documentation as I would be happy to share and clear this issue.

Hello. Im [REDACTED] (b)(6) working in ETRI(Electronics and Telecommunications Research Institute) located in South Korea. I applied for ESTA to attend the AHR 2015 EXPO will be held in Chicago on January 23, but, the ESTA was not approved(Travel Not Authorized). I know what the problem is I checked the No from the application entry, its Employment Information. First time, I misunderstood. I thought that I have to enter the employment information in the United States. at the time, I didnt have working experience in the United States, so, I checked the No. I modified it to Yes, after enter the information for the current company in South Korea from the question ESTA application list. Although I reapplied, ESTA was not approved again. Simply, I will be on a business trip for company business purposes. Only, business purposes about a week. I dont desire a refusal of approval caused by my mistake. im wondering if you understand my situation and you can help me. I would be grateful if you could reply as soon as possible. Sincerely, [REDACTED]

Most times I return to US I am detained. Also - this past year in 2014 I was unable to check in on mobile device or print passes at a kiosk without an agent entering and validating my ID.

Closed

1/2/2015 12:30 AM

This is third time in last 12 months. Every time I am entering the USA, TSA agents are standing at the tarmac and they detain me and my family members and take us for special screening and search and interview for hours. Latest encounter happened during our return from family trip to Pakistan over the winter break. On tarmac two US Customs and Border Protection agents escorted me and my family members (Wife, Daughter and son) for special search and interview process. This process lasted for 2 and half hours, where they search every piece of paper including fast food payment receipts and scanned all the documents. They also noted down serial numbers of all electronics cell phones, laptops, ipod etc. During this process they broke my sons cell phones cover. Last Januray, I was detained and searched and interviewed at JFK airport and I filed a Traveler Inquiry form, I got a generic response from the Director, Deborah Moore, DHS Traveler Redress Inquiry Program. This time when I showed them the Redress Control Number [REDACTED] (b)(6) it had no meaning for them and just continued their duties in a very professional and robotic manner. When I asked them the legality of this singled out detention and search and interview I was told that I DO NOT have any right to question them and if I ask any question it will only delay the search and interview process. They do NOT explain any procedure just hand me a one page pamphlet if I have any questions regarding the search and interview process.

Closed

1/6/2015 3:49 PM

I feel the CBP is egregiously and unfairly abusing their power. I filed for a global entry pass and was turned down because of a misdemeanor that happened over 12 yrs ago. If their had been a sign that stated I would be denied for prior misdemeanors, and I would be put through never ending secondary searches I never would have signed up for this. Not even on your web site is this stated. Officer [REDACTED] (b)(6) in Orlando, FL when I told him I was not answering any questions as per my 5th amendment rights got very abrupt and indignant with me, he then proceeded to tell me to go sit and wait while they make a decision. It was then that I cooperated because I had been on an 11 hour flight still waiting for the connection to Miami. Then I kept asking how long this would take and never received an answer. I was detained for close to an hour while passengers sat on the plane waiting for me to board. This is inexcusable. I told everyone on the plane to contact their Congressman, as I am doing also, to inform them that they sat on a plane for over an hour while waiting for me to clear customs. I never had problems before until I gladly payed the \$100 fee for the luxury of being detained for a misdemeanor that occurred over 12 yrs ago. Is this how you treat an AMERICAN citizen? I feel this is an abuse of power by your agency and have written to the ACLU also am in the process of writing my Congressman Patrick Murphy & Sen Marco Rubio regarding this matter. Feels like I am being put in double jeopardy. The officer asked me to turn on my computer , then my tablet and last my phone and show him my photographs ( which I believe is ) not in standing with my 4th amendment rights. When I was stopped in Ft Lauderdale last month the officer that stopped me told me I was probably gonna be stopped every time. Now how unfair is that. Please get me off your list I travel all the time now and dont look forward to returning to my country because of your wanton disregard for my civil rights. Ft Lauderdale, a tabacco pipe I had paid 60 dollars for was blatantly thrown out as contraband. Never was I given a receipt, also neither of the 2 airports had any signage as to how long this process would take. The thing that bothers me is that the officer in Orlando was asking me about computer crimes, I dont know if thats a note left from Ft. Lauderdale or not but computer crimes never in my life. Sir, I managed money for 20 yrs my fingerprints are with the FBI, SEC, State and local police and never in my life had I been treated this way by a government authority. My record is unblemished to all of these agencies except yours.WHY? Please if I have to hire an attorney I will but it should be clearly posted in all of your offices and on line that if you have a misdemeanor on your record ..you will be turned down.. forfeit your \$100 and be abused every time you travel Your Attention to this matter would be appreciated Sincerely,

(b)(6)

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1/15/2015 7:01 PM

TSA000893

<p>(b)(6)</p>	<p>I am a 3rd year international PhD student at Computer Science department of University of Illinois at Urbana-Champaign. As of 2nd May 2014, I started to be repeatedly referred for secondary screening when clearing U.S. Customs and Border Protection; at either arriving or leaving the country. At the first time, I attended a computer science conference (ACM CHI) at Toronto, Canada 27th April-2nd May 2014. When I was returning to US, a CBP officer asked me to go with him for secondary screening. They interrogated me and then investigated my luggage. While this might be considered as a regular screening process, I felt my privacy has been violated as the officer without my permission took my cellphone starting to check my information. When I told him that I have some photos that because of my religion, he is not supposed to see but just a woman can see, without asking a woman officer to do that, he just said "law is above religion." I believe that was not really a respectable behavior any person should receive regarding any gender, religion or nationality. In addition, when the screening process ended and they gave back my documents, I found out that they forgot to return me my I-20, the most important document for an international student after passport during their residence in US. I had to come back to CBP office that meant passing all the regular security points again and after I got there and I asked for my I20, they handed it without even an apology! If my flight had not a delay, I would have missed my flight. This behavior of CBP officers at Toronto border was really far from respectable behavior they should have. The next secondary screening I had was at 8th Nov 2014, at Chicago OHare airport when I was leaving US to Barcelona for another computer science conference (SocInfo) and then visiting my family during thanksgiving in Iran. This time I was investigated just before boarding just before entering the airplane door, when I already passed all the security checkpoints! Even this time the officer treated me good and Im thankful of their behavior, but that was an inappropriate place to screen a passenger; particularly when all the other passengers were passing to enter the airplane and they saw me was screening. I believe this is a violation of privacy and it really made me feeling discomfort during my flight. The third secondary screening was 5th Dec 2014, at Chicago OHare airport when I was coming back from my trip mentioned above. This time there were two officers standing outside the airplane and when passengers stepped out the airplane, they checked their passport and when it was my turn, they asked me to follow them to a secondary screening place. They asked my electronic devices and also get my fingerprints. Finally, they checked all my baggage. When I asked them if there was a problem, they told me its a random check and I dont need to be worry. However, to me it was more than a random or regular check since it was the third time it happened to me. Since Im a PhD student, I publish scientific papers in computer science conferences and I need to present them in those conferences. So, I will have more international travels during the upcoming years of my PhD and it would be a trouble for me if each time Im leaving or entering United States, I needed to be checked in this way; particularly as this screening already violated my privacy and discriminated me against on the basis of my race and religion. So, I want your help legitimate my case to avoid such future issues. Ill be more than glad to provide any information to clear my case if there is anything that I need to clarify.</p>	<p>During the following months, I have to go to two computer scientific conference to present my conference papers; one at Vancouver, Canada (ACM CSCW conference), March 2015 and the other at Seoul, Korea (ACM CHI conference), April 2015. Therefore, I really appreciate if you can help me to fix this problem before these trips.</p>	<p>Closed 1/16/2015 4:37 AM</p>
	<p>I have visited the US twice, once in 2013 and once in 2014. Both times I was travelling to Orlando, FL for a vacation. When going through immigration, both times I was taken aside for further questioning. The first time (2013) was at Charlotte airport. On this occasion my partner was able to come with me and the questioning only took a few minutes. On the second occasion (2014) at Newark airport however I was taken aside for further questioning, and my partner was told to get her bag on her own. I was waiting for around an hour before an agent was able to see me. He asked me a few questions, again only taking a few minutes, and then I was admitted to the country. During the hour wait my partner was waiting on her own not knowing what was going on, and I was concerned that we were not going to make our connecting flight. The questions were based around my purpose for visiting the country, where I would be staying, my address, and my occupation etc. On this occasion I asked the agent whether it was a coincidence I had been taken aside for additional screening on both visits. He was unsure. I asked the agent whether it was related to my name. He told me it was definitely a possibility. He did however mention that it may have been as I had a new passport. However my passport the first time I visited the country was not new. My partner also had a new passport and she had no such issues. I should also mention that on both occasions when boarding my flight from London Heathrow I was taken aside to have my carry on luggage swabbed, and on the second time a pat down and was asked to show that all my electronics were working. We are visiting the US again in October having already booked our flights and hotel for a vacation to Las Vegas, NV. I am concerned that I will have to go through this again. Entry and departure dates to and from the US Charlotte 23rd Oct 2013 - 6th Nov 2013 Newark 27th Jul 2014 - 10th Aug 2014</p>	<p>The agent at Newark did mention that he had put some notes onto the system to hopefully prevent this from happening again.</p>	<p>Closed 1/17/2015 4:48 PM</p>
	<p>On January 17th 2015, I arrived in JFK from Amsterdam and while in line for Customs and Border Patrol I was told by Customs officer (b)(6) to remove my headphone from my ears and did so immediately. Once the process was complete I put my headphone back in my ear and left the officers desk. As I was leaving the area Officer (b)(6) mumbled under his breath either "jerk off" or "fuck off". I immediately contacted Supervisor (b)(6). While I was waiting for Supervisor (b)(6) Officer (b)(6) approached me again while I explained whom I was waiting for and asked me "How do you know what I said?" I was told by Supervisor (b)(6) that there are microphones inside the booths which pick up even the softest of noises. He assured me that he would go over the noise and cameras and I would be contacted with the end result of what was possibly said.</p> <p>While studying abroad in Spain from August 2013 through December 2013, my passport was stolen, along with my laptop and back, from the Hotel Regina in Madrid on August 30. I immediately called the US Embassy in Madrid and the US Consulate in Fuengirola (Malaga province) who instructed me to fill out the DS-64 and DS-11 forms and bring them to the consular office in Fuengirola, as I was living in Granada at the time. I also filed a police report with the Spanish authorities and received a notarized compliant form. On September 6, I handed in both completed forms and paid the proper fees at the consulate in Fuengirola and ten days later, I received my new US passport. Upon my return to the United States on December 21, 2013, I was taken by US Customs and Border Control agents to secondary screening, where I was questioned for nearly an hour about my identity and my passport. Since that date, I have traveled internationally three times and upon my arrival back in the United States, I have been taken by US Customs and Border Patrol agents for additional screening and questioning, being held each time for over 30 minutes. Additionally, I was questioned by federal agents prior to departing the US on vacation in November 2014 for the same reasons.</p>	<p>I would like to be contacted to know what process was taken in this investigation and the end result. I greatly appreciate the time and respect that was given to me by Supervisor (b)(6) and trust that this will be responded to with honesty.</p>	<p>Closed 1/17/2015 10:07 PM</p>
	<p>I was advised at the Nexus office in Toronto that although I now have a Nexus pass to help with my frequent travel schedule I would need to submit a redress application to lift the red flag on my status to receive relief from loss of time in extra screening. This is my application for review. I am travelling to Florida Saturday January 24 from Toronto to meet my boyfriend. We usually travel together there and back but his mom has some health issues that require his presence earlier. I anticipate being screened my course and will arrive an hour earlier to accommodate this, but would appreciate avoiding this experience in the future when travelling with my boyfriend or on my own. Thank you for your attention on this matter.</p>	<p>I would appreciate it greatly if there was a method for the US DHS to find a method to ensure that I will not be held for additional screening or questioning each time I arrive in the USA after an international trip. Each time I have shown multiple forms of ID to the agents and tell them the exact story listed in the incident details. However, after being told that this process will continue until 2023, when my replacement passport will expire, I am hoping that a solution can be found where I am not held or questioned by federal authorities each time I travel internationally.</p>	<p>Closed 1/19/2015 11:59 PM</p>
		<p>I was a student last year at Cestar College 265 Yorkland Ave Suite 400 Toronto for computer coding for Apple Applications. I completed my course and have now started an incorporated web based business in Canada on Yoga and Wellness, ending my 9 years as a house wife. My website is called hotforyoga.tv I am a certified Yoga Instructor, nutritionist and former nurses aid. I will be releasing 4 new apps on vegetarian and rawsome recipes this spring for apple and android devices. I greatly enjoy a vacation in Florida when I am blessed to be available to visit. Thank you.</p>	<p>Closed 1/21/2015 11:09 AM</p>

(b)(6)

1) SSSS Boarding Pass: While traveling from Mumbai, India to Minneapolis St. Paul, USA (MSP Airport) on January 10th, 2015, my boarding pass had the SSSS code on it. I went through additional screening questions at Amsterdam and I was also pulled aside just before boarding at the gate in Amsterdam for additional screening of my carry-on baggage. At MSP airport, I also had to undergo extensive questioning during immigration and customs for entry into the US. 2)SSSS Boarding Pass: While traveling from Minneapolis-St. Paul (MSP) to Washington DC (Ronald Reagan National Airport) on January 20th, 2015, my boarding pass had a SSSS code printed on it: a)I was taken aside for a pat down check and all items in my carry-on baggage were inspected by hand extremely carefully, including checking for traces of explosives. I was asked to turn ON all my electronics such as laptop, small tablet computer and cell phone. b)At the gate, during the final boarding process, I was again told that my name had come up for a random security check. I was pulled aside, told to show my ID and my carry-on baggage was again searched. 4)SSSS Boarding Pass: While returning from Washington DC to Minneapolis-St. Paul on January 21st, 2015, again my boarding pass had a SSSS code printed on it a) was again told that I had to undergo special additional screening. I was subjected to a pat down check, my carry-on baggage was inspected by hand very carefully and tested for traces of explosives. I was also told to turn ON all my electronics, including my laptop, cell phone and small tablet computer. b)At the gate, just before boarding, again my name came up for a random security check. I was again pulled aside during boarding and asked to show my ID. 5)Please note: During travel to India in December 2014, I traveled up to Delhi by Delta Airlines, and then took a connecting flight from Delhi to Pune by Air India. I had to submit a copy of my passport page to Air India in order to file a complaint for them to track my lost baggage (My checked baggage was lost by Air India during the connecting flight in India from Delhi to Pune. The baggage could not be found for 4 days). I wonder if the lost baggage and the passport copy provided to Air India are responsible for the SSSS code on all my subsequent flights. The airline was responsible for the lost baggage, not me. I had no choice but to provide my passport copy for filing the lost baggage complaint.	1) I have lived in the US since August 1989, and have never previously had SSSS boarding passes or other travel problems until December 2014. 2)I am a Professor in Mechanical Engineering and am responsible for many research projects at the University of Minnesota. I need to travel several times by airlines each year in relation to my work.	Closed	2/7/2015 8:51 AM
On november 30th 2013, i arrived at the sarnia/port huron border to enter the united states. i have been across the border several times in the past, always had to go through extra screening which i didnt mind but this time after just five minutes of questioning by the officer in the booth i was told to step out of my car and put in handcuffs, i have never been put in handcuffs before as i have never done anything criminal so it was a very scary and embarrassing ordeal. i was then taken inside to more questioning about where i was going and what i was doing which i answered honestly and truthfully to my knowing, the officers then took off the handcuffs and asked me questions for another couple of hours about what i was doing where i live in the us. i am a 4th year medical student who did went to school in the Caribbean and was just finishing up my CLINICAL ROTATIONS which is part of our degree of what we have to finish in the US. this did not seem to be the topic of interest to the officers as they proceeded to ask me when i last went to pakistan, how long i've been there, when i last visited, if i still know anyone. i told the officers i have not visited pakistan since i came to canada which was in 2000. i was then asked about where i go to pray in chicago and back in Brampton canada, they specifically wanted the address of the mosques. the questions then stopped and i was kept in the building for another 6 hours. i was asked to give up the passwords of my phone and laptop which i did. After all of this the officer told me that i was being denied entry into the united states and i was not allowed to enter until further notice. i was asked why and they told me they could not tell me why. i told the officers i have lease on my apartment in chicago for another 6 months and it would cost alot of money to get out of it also i still had about 8 months left of clinical rotations to finish so i could graduate medical school but they did not seem to care and told me we cant really do anything about that. i even mentioned to the officer that before this incident i have never had any problems, and just 6 months prior to me being at the border i was given a 6 month B-1 VISA in may of 2013 and the officer at that time told me that when i would come to the border again it would be a quick process to renew the visa again. none of this mattered as i was put in handcuffs again and dropped off at the Canadian border.	i am very concerned to ask what is going on with my status. it has been a year and 4 months since this has happened. i have a filed a FOIA report and it has not been processed yet. i still have not graduated medical school because i can not enter the united states. my loans are still piled up and i am paying interest on these loans that my parents and i cannot afford. please clear my status i need to finish my education and move on in my life and my career. i come from a low income family and my parents have sacrificed everything for me to go through medical school. i need to finish so i can help them as they have helped me. i urge you to please me. Thank you.	Closed	2/9/2015 12:01 PM
On my most recent trip from Mexico I was searched 4 times. I was told this is because I was on "chosen" for selective screening. I was told to power up my mobile device, which had run out of batteries, so I was told I had to exit the baggage check line and check my bags under the aircraft. I was severely delayed and nearly missed my flight.		Closed	2/9/2015 8:39 PM
Im a citizen of Jordan. I came to the United States to visit my cousin and market our business to some universities in Chicago. When I arrived to the United States, I had to I was discriminated against from an American officer. I will go to the newspaper. I will also go to my countrys ministry of foreign affairs. If he thinks he can treat people like slaves he must be wrong. I am also going to find an attorney to suit him once I find out his name.		Closed	2/10/2015 3:00 AM
Usually, in the USA Border, I have to spend a seconnd screening that causes delay my entry in your country for a couple of hours due to I have a very common name in Spain.	Usually I go to USA with customers, I am Sales Manager in Spain for St Jude Medical INC, an american medical device company, with a serious damage when I have the second screening due to I go accompanying Cardiac Surgeons	Closed	2/10/2015 7:04 AM
Cancellation of my Global Entry card with no explanation on October 20, 2014 while arriving from United flight from Dubai. Subsequently numerous hours I have been detained while photocopying every document I am carrying as well as copying my laptop and cell phones. Same occurrences on December 22, 2014 resulting in a couple hours delay as well as missing flights. I cannot fly domestically anymore given SSSS without atleast arriving 3 hours ahead of time ever since October 20, 2014. Furthermore, Agents specifically have taken out a friend on his return international trip(with his family) for private interviews whether they have done business with me which has resulted in damaged reputation/business from my circle of friends.	There is no justified response to having been a global entry member and automatically cancelling my account with no reason and in fact putting me on the "terrorist/high threat" list as well as copying my computers/cell phones on every return trip as well as harassing my friends casting suspicion on me. I do not want to initiate a lawsuit but seek to return of my global entry and at the very least remove these flying restrictions which make it impractical for me to continue to do business(flying from Dubai was 15-17 hours then to be detained for a few hours and miss connections until another 6 hours in not practical). I wish to address any concerns that have caused such a national security issue as I cannot see any reason why such an occurrence would occur as I have been travelling for many years and all of my meetings are well documented which would be apparent from the last two data transfers.	Closed	2/12/2015 3:20 AM
I arrived at 3 am , and the officer asked my trip I told him visiting my uncle he is residence of the USA ,he took my visa and ask for my wallet I gave it to him he got my driver license and he said you can not come in and took me to an other waiting room , so I did a second officer come to me and began to check my stuff ,cellphone and pictures he said ,tell me where is it? because you are in my hands I am the mainman I decide let you go, come in or take you to the jail,I ask him, why take me to the jail the officer did not answer he only ask for something ,but I dont have any idea was he talking about well the time ran and them let me out at 10:30 am: the third officer came and check my stuff one more time but they could not found nothing, he told me mr [REDACTED] you are clean there is no problem ,but the system its as is we need to remove your visa ,I insisted why you removed my visa ,why do not let me come in to USA they took me pictures with their cellphones and said ,sign this papers o you go to jail for 45 days so my question is why they removed mi visa		Closed	2/18/2015 5:28 PM

(b)(6)	<p>i. (b)(6) arrived May 30, 2014 to JFK airport. I was coming to the USA to meet my cousin, Benoit de Vitton and to spend time with him for a trip to the USA. Upon arrival I was stopped because the officer noticed that I was in the USA earlier this same year. I was taken to a room and asked many questions. My computer was taken, along with my camera and cell phone. I was asked repeatedly about what I was doing in the USA and what my plans were. I do not speak English and I have an English speaking friend, Veronica Baetje helping me to write this to you now. The officers filled out a form for me that I did not understand. They filled out the form and I was forced to sign a form that I had neither filled out or understood. I was not given a French interpreter. They questioned me for many hours. I have a valid passport and I was a student visiting the USA. I am enrolled full time in University in Angers, France, and I had a return ticket as I had no intention of staying in the USA. I wanted to visit family and return to my country of France. My phone was taken and I believe a tracking device was put into my phone. I was forced to sign a document that I could not understand, because I was told that my plane back to France was departing in 5 minutes. I was pressured into signing the document quickly. I was NOT given an interpreter and I was not allowed use of my phone to help me translate the document. I did not fill out the document and I believe this is a violation of my rights to force me to sign a document I cannot read nor understand I was denied entry to the USA via the Visa waiver program for the rest of my life because of this incident. I was taken by police to the plane and sent back to France.</p> <p>Screening was done in Frankfurt on departure, in Orlando on arrival and in Orlando on departure. Both my husband and I got screened. No information was given and we were not allowed to ask any questions. We had two small children with us (2, 5 years) who had to watch their parents getting body searched and held at the airport for more than an hour on arrival and on departure. Personal things were all checked multiple times and about 6 officers were talking covering their mouths with white A4 sheets. They seemed disappointed when they did not find anything and made us check in our laptop by itself, which of course was damaged on our arrival. Later on we got called at the Lufthansa gate and received boarding passes. After some officers appeared and the LH staff pointed in our direction, I thought that they were going to arrest us.</p> <p>Based on information in DHS TRIP, CBP officers at port of entry, TPA, asked invasive and intrusive questions, copied all of my papers, and searched and seized all of my electronics, including computers, cameras, USB data drives, cell phones and SIM cards. A formal complaint was filed with help.cbp.gov. Incident: (b)(6) and the complaint has been forwarded to the Tampa Port Director for review. Because of search and seizure, I became aware of data in DHS TRIPS, according to the CBP officers that performed the search and seizure. There is erroneous and irrelevant information in the system, including the use of the word "terrorism", according to CBP officers. I would like to receive the full detail of what is in my DHS TRIP records so that I may address validity with the appropriate DHS departments and agencies.</p>	<p>I believe that I was treated unfairly by the US security agents. I am a student and was coming to visit my cousin. I was asked to sign a document that I had not filled out and that I could understand or read. Not only this but I was also pressured to sign in less than 5 minutes. I was accused of violating the United States Visa waiver program because on my earlier visit to the United States I spent time with friends (b)(6) and (b)(6) at their farm. I enjoyed my visit there and I spent a good time there. The agent accused me of violating the Visa Waiver program because of my time with them.</p>	Closed 2/20/2015 12:22 PM
		<p>I was threatened and have been disturbed by this experienced since our arrival back in Norway. I have sworn never to put a foot back on U.S. soil if I do not get a proper answer why we were treated like this as peaceful tourists on a family vacation with two small children (2 and 5 years old), which also suffered under this experience.</p>	Closed 2/22/2015 2:38 PM
		<p>The content of records pertaining to me in DHS and CBP systems is affecting my travel and treatment worldwide, including the United Kingdom. I learned on a visit to the UK in 2014-2015 that I am on various terrorist watchlists, due to data sharing between UK agencies and DHS. Therefore the erroneous and negative information is being propagated and impacting my ability to travel in peace and without hindrance. I would like to have the opportunity to correct this erroneous information so that I experience a better travel experience.</p>	Closed 2/26/2015 12:01 PM
	<p>Arrival info AA 138 Arrived Feb 25 1:50 pm, seat 15K Business. I recently went to Hong Kong, then on to one of the nicest beaches (Boracay) an hours flight south of the Philippines capital Manila. After two nights in paradise, I spent a night in Hong Kong, then flew on to Dallas. Proceeding a 15 hour flight, my Global Entry spit out a receipt showing that I need to see an agent. During, what took almost an hour, I was asked to show my PHOTO ALBUMS on every device I have (phone, IPAD and computer), the browsing history on my computer was also searched. I was cleared with no further incident and feel violated. As I understand, the drastic need for increased security in our exceedingly violent world, I feel that a search of files Across devices was unreasonable. Further, I went through A TSA interview for Global Entry, have never been arrested, and was the only person in a 15 hour fully booked flight to have been visibly interrogated. I believe my only fault: not writing down the names of the officers (although I am sure it can be accessed). Since, my exotic and adventurous itinerary is far from orthodox, I dont blame agents and officers for asking questions and even searching my bags, but again, photos across all three devices, when they see absolutely nothing suspicious on the first devices internet history for the last 6 days, and a question like: "why dont you have a business card with you," was offensive and I believe it violated my sense of civil liberties, go on repeat the process for two more computers. Please help, as I think, I was treated very unfairly and violated, I would like to know what kind of recourse I have, TSA and otherwise? Sincerely (b)(6)</p>	<p>In addition, I am worried that the Global Entry Kiosk will flag me next time, and Ill have to go through this very same demeaning process; this obviously make me question: should I even use Global Entry at all (defeating the purpose of the program I interviewed and paid for) or go straight to the officer? I travel quite a bit, as a hobby and want to see the world. This was the point of my Global Entry fee and interview. Aside from feeling violated by the incident and am worried this will happen again, as im fortunate to have the opportunity to travel the world as a hobby and see very remote locations. The last thing I want is to be detained for no reason each time after a 15 or 17 hour flight such was the case here, and that didnt include 2 connections. Thank you for your time.</p>	Closed 2/27/2015 2:02 AM
	<p>I am a full time Emergency physician at the Toronto General Hospital. On February 13th, 2015 I was travelling with my family on a vacation to Disney Orlando, Florida. I was attending a medical conference and the kids were excited to be seeing Disney for the first time. We had all the necessary documents and are all Canadian citizens and have been to the U.S. several times before. This time we were stopped at the U.S. pre-clearance at Toronto Pearson Int'l Airport, photographed and fingerprinted twice (including my 12 year old son). Our luggage and wallets/purses was searched and our electronics taken, including my childrens iPads. I was questioned, generic questions like where do you live and for how long? Where do you work and for how long? What was the purpose of your visit to Qatar and Dubai in the summer? (We had visited my brother-in-laws family and my mother. I worked a few Emergency shifts in Qatar to offset the cost of the trip). Have you worked with Doctors without Borders? No. He even made a comment about how his brother was an Emergency Room nurse and how crazy emergency can get, to which I concurred. After around 3 hours I was taken into a room with 3 officers and told we were not being allowed to continue our travel because the officer "was not confident we would return to Canada". I was also told to contact the U.S. Consulate in Toronto but was provided no further information on who to contact and what to say. I was asked to sign a paper saying that I withdrew my application for entry but wasnt provided an explanation why I should do so. I wasnt comfortable signing the paper without knowing its contents and consequences, so I enquired "what happens if I refuse to sign?" to which the officer swiftly answered "you just did, and youre not getting any copies of these papers", without providing any further explanation before or after. We are at a complete loss. I am sure there must be some misunderstanding. The last time we were in the U.S. was in April 2014 where I went to write the American Board Exam in Emergency Medicine (ABEM) and took my family along for a road trip. I am wondering if that visit was interpreted as a future intent to stay and work in the U.S. I have absolutely no intention to do so, as I have a full time job that pays well. I make more money in Canada than I would in the U.S. I have recently started my own clinic, I own property here and I have multiple family ties. I have numerous qualifications from several countries, the ABEM was the most recent. I was able to write this exam as my Canadian training is recognized for that purpose. Further to this, the CBP still have all our electronics, including my laptop, iPhone, my daughters laptop and my childrens iPads as mentioned. I have tried contacting the CBP at the number provided several times, but no answer, last time was today. I have left them voicemails to enquire about the status of our belongings, but have received no reply. Further, I have contacted the U.S. Consulate in Toronto as recommended by the CBP officer, but they informed me they have nothing to do with this and directed me to this website.</p>	<p>Our lives have been a complete mess ever since this date, we were just a hard-working family trying to go on a vacation to Disney during the Family Day long weekend. My children are asking me when I will be taking them to Disney. My sons want their iPads back so they can play with their games. They had purchased them with their own savings. My daughter is a 4th year Architecture student at the University of Toronto. She has her Architecture software on her computer, as well as her projects and reading material. She has midterm exams and informed the officer of this, to which he replied "that doesnt matter!" I have material related to my clinic as well as my teaching material for the University of Toronto residents who I teach. It has been over 2 weeks and we need to move on with our lives. We were polite, calm and compliant with every step of the process, including the provision of the passwords for our electronics, as we felt we have absolutely NOTHING to hide. We also of course wanted it to be over quickly so we wouldnt miss our flight. I know the officers were only doing their jobs. However, I wonder if there may have been an element of racial profiling. I feel the officer had made his mind up as soon as he saw us. We are Muslim and my daughter and wife wear hijabs. The reason I say this is that none of the questions I was asked couldve contributed anything to the final decision. The officers did not ask me to provide any proof of my ties to Canada which I have explained above. I even have my own Corporation that they couldve looked up on the College of Physicians and Surgeons of Ontario website. I hope this can be resolved. We have every intention of travelling to the U.S. in future. The children still want to go to Disney. Please do not hesitate to contact me if you feel further clarification is needed. Kind regards.</p>	Closed 2/28/2015 6:45 PM

TSA000896

(b)(6)

Dear Sirs, I am a Canadian currently working in the US under a TN visa. I moved here in late 2011 under another TN Visa with JP Morgan Chase, which expired in Oct 13. Some additional facts for your consideration: - I am a highly educated Closed  
I returned home in Sep 13 but came back to the US in Dec 13 to interview for a new role. That ended up taking much longer than anticipated. In Apr 14 I traveled by bus to professional, with a unique set of skills (e.g. speak four languages  
Montreal for meetings and upon my return to the US the following day the DHS officer insisted that I should produce physical proof of my permanent residency in Portugal; fluently) and have worked for US corporations all my life, including  
to which I replied that I had left just for a very short trip and was well within my US tourist visa period (Jun 14). I offered to show the proof in my laptop to no avail, and was General Electric, Citigroup, JP Morgan and more recently Falcon  
denied entry into the US. I returned to the border the following day with printed documents and was allowed to reenter the US. I then got a job offer, returned to Portugal  
way before the expiry of my US tourist visa and applied for a new TN visa with Falcon Energy, which was granted by the US Embassy in Lisbon in 14 May 14.

3/2/2015 2:41 PM

(b)(6) I returned to the US several times for work, and each time had to undergo additional screening at the border. Last Friday I asked the DHS officer why and was informed that because I was denied entry into the US once, this would be the procedure FOR THE REST OF MY LIFE. I am very upset, as you can appreciate. This treatment is wholly unjust, very disruptive to my travel schedule and burdensome for your colleagues at the border each time I come in, frankly with no added benefit to anyone. I also intend to apply for the NEXUS entry program, and was informed by said officer that because of my current status this would likely be refused, which only compounds my frustration with this situation. I therefore kindly request that I am treated like any other law abiding citizen who comes legally into the US for work, not sent to the "special room" each time for absolutely no reason.

Energy; evidence of all of this was submitted in my TN application - my father, John Tavares, who is also Canadian, is a US graduate, worked for the US Consulate and US AID; all of us have always been very close to the US and shared its values, which makes my present situation particularly frustrating - my gf, who is 100% American, is expecting our first child; since she is currently doing her PhD at Harvard University, the child will most likely be born in Boston; as you can imagine, what an embarrassment for me as a father to be separated from my family and then sent for additional screening each time for no reason - also, clearly my gf would be most happy to help me with my border issues; however, out of principle I believe someone should become a citizen out of merit, not marriage; this is why I work hard, pay my US taxes and now healthcare charges (even if I dont need insurance in the US)

In December 2014, I travelled to Gaziantep, Turkey to implement a grant issued to my company by the U.S. State Department. On my return flight and in subsequent flights, I was flagged by TSA for extra screening entering and exiting the U.S. In one case I was prohibited from carrying my laptop aboard the plane, and had to go back and check it.

Closed

3/5/2015 5:43 AM

Dear Sirs: After being detained during a routine border crossing, I was detained to the point that I missed my connecting bus and was forced to acquire a costly hotel in Presidio, TX. The crossing occurred between Ojinaga, Mexico and Presidio Texas on March 10, 2014. The officers involved, inappropriately and illegally forced me to flush up to 90 Zolpidem Hydrochloride tablets down the toilet - for which I had an active American legal prescription. The Tylenol 3 for which I had no American prescription was readily surrendered without question, once I was give details on the changes in American prescription law. This is going to force me into another doctors visit, added expenses - and sleepless night - not to mention the trouble during my forced overlay in Presidio and the troubles at my job. Regards,

(b)(6)

Can I please receive details as to the avenue for my compensation for my lost prescriptions.

Closed

3/12/2015 12:37 AM

My first experience with rude treatment on entering the USA was at the Philadelphia airport in April 2011. Extremely rude treatment there, but presumably I was being checked due to my having reported a missing passport. Once I found and reported it to the US Embassy in Cairo, I was not hassled at airports again until recently. Two USA trips ago (January 18, 2015), I was questioned heavily in Frankfurt, and was shocked that someone from the US Consulate in Frankfurt actually came to the airport to see me with his own eyes. On the most recent trip, I was first given additional screening by Lufthansa personnel in Munich. But the real problem was upon arrival in Charlotte. My wife was the primary target of hassling once the passport control man saw her Turkish passport. In the waiting area I was shouted at by a woman for opening my computer (the sign in the waiting room said no phones or cameras, not no laptops). We missed our connecting flight as a result of this and arrived at our hotel unspeakably late the night before my wife had a job interview. On the way back to Turkey, where I reside these days with my wife, I was singled out for additional screening in both the St. Louis and Newark Airports. In Newark, my wife was also ordered to be screened along with me. The Lufthansa people in that case were a bit rude about informing us of this, though I'm pleased to report the bag searchers in Newark were as nice to us as the situation allowed. The St. Louis screeners were also friendly. In fact, one of the TSA employees in St. Louis gave me your URL. The award for the rudest TSA employees goes to Charlotte, hands down. From here on out I will try to avoid that airport permanently.

My job is Distinguished University Professor at the American University in Cairo, and in that capacity I do travel a lot. Much of that travel involves either Turkey (where I live) or Egypt (where I work). Presumably that's why I keep being chosen for additional screening. But all you need to do is Google me a bit, and you will find that I am a prominent international lecturer in my field and am always on the road for work reasons. Being screened every time as now happens is depressing and embarrassing. The fact that the TSA could catch the Underwear Bomber ahead of time, but are repeatedly hassling a harmless and somewhat well-known university professor from Iowa, suggests that better screening software or data is needed.

Closed

3/16/2015 3:06 PM

US Customs pulls me in every time and it takes 2-4 hours. They damaged my laptop and my garmin gps unit at the Detroit Bridge Location and refuse my wife access to the bathroom and laughed about it to others as well. This has been going on for well over a year. The person who initiated the problem did not believe I was going to pick up a truck and denied me access and called me a liar. She asked me if I had a residence in the USA and I answered no. I later overheard her speaking with a colleague saying that she was looking for a specific warehouse address, at which point I said to her that she never asked about specific warehouses but rather about a place of residence. I answered her question in the manner that she asked. Many officers have written emails since this incident asking for this issue to be removed from my file so I can cross without hassle and she refuses to allow this. I have been violated by this women and am asking to resolve this amicably.

Please remove whatever flag is attached to my name so that I may cross the border without further inspection. I spend two million dollars annually in the USA and contribute to the economy. I have decreased my spending and travelling into the USA due to persistent harassment and inconvenience at the border. I do not deserve to be harassed. When I need to travel, I prefer using the tunnel as they are not rude nor disrespectful to me.

Closed

3/17/2015 2:08 PM

Since 2007, I have been experiencing very difficult time coming into the US. I get received by TSA agents from the door of the plane (in a very embarrassing fashion), I get to stay in the airport for hours until I get cleared. I get asked all sorts of questions. All my belongings are searched, all papers I have are photo copied, and my computer and electronic devices are taken away from me for a period of time (I am asked for passwords to give the officers access). It happens EVERY time I arrive to the US. Recently (a few years ago), I started getting SSSS on my boarding pass and go through an embarrassing experience of searching. I almost lose my flight every time because of that. I reduced my traveling so much to reduce the trouble going through this but there are certain trips I cant avoid especially these of work and emergency family trips. I began to avoid traveling with anyone to save them the trouble of staying long times in the airport and save myself the embarrassment.

I was advised by the CBP officer to file this form. Please help fix this problem since it has become very troubling to me and to my family.

Closed

3/20/2015 5:01 PM

On 02/05/15 I was delayed my boarding pass in DFW flying to Lebanon through London LHR. I was subjected to extra screening with explanation that is "random"; On my way back from Lebanon in Beirut airport my boarding pass was delayed again; Upon arrival to LHR I was subjected to extra search again; When arrived to Chicago, 2 police officers escorted me to some special area for questioning and an extra search, which lasted about 90 minutes. If not for the bad weather delay I would have missed my flight. After spending 1 night at a hotel, when trying to board my morning flight I was searched again by TSA agents with an explanation that I was randomly selected for the search; 2 weeks later I was traveling with my wife to Punta Cana and again I was delayed my boarding pass, and searched by TSA with the same explanation of random selection; On the way back from Punta Cana both, me and my wife were delayed boarding passes, detained by some uniformed people in non-furnished room full with trash and food scraps; we photographed by cellphones, questioned in the most unprofessional and threatening way and released just in time to make our flight. Upon arrival to Miami we were greeted by 2 immigration officers and escorted for questioning and search, that lasted about 2 hours. Though the officers were acting professional and courteous, we still had to run catch our flight. Dear Sir or Madam! I am a proud, law abiding citizen, that takes safety and security of this country very seriously. I never had any problems with the law, I work hard and pay my taxes on time, and I find it unfair to be subjected to such treatment every time I go to visit my family or have a vacation just because I happen to have been born in Iraq. I hope this matter can be resolved in a timely and positive fashion.

Dear Sir or Madam! I am a proud, law abiding citizen, that takes safety and security of this country very seriously. I never had any problems with the law, I work hard and pay my taxes on time, and I find it unfair to be subjected to such treatment every time I go to visit my family or have a vacation just because I happen to have been born in Iraq. I hope this matter can be resolved in a timely and positive fashion.

Closed

3/22/2015 10:49 AM

I am subjected to secondary interview upon almost every visit to the US and have been denied entry. I have a letter from US Customs and Border Protection stating that I am admissible to the United States and have completed a form I-192. (Letter reference number is (b)(6)). Over 10 years ago I had one Dextransamphetamine tablet seized upon entry to the US in Toronto. The officer indicated that I had 5. The USCBP letter states my inspection should be conducted in a normal fashion. It is not. I have never been charged with any offense which would cause my admissibility to come into question. My current Canadian Passport number is (b)(6).

I would appreciate anything that can be done to help rectify this situation. Thank You

Closed

3/22/2015 12:30 PM

Dear Sir, I was rejected for applying for ESTA. I don't know the reason. I have been working in HQ of Samsung Electronics. I have a plan to hold a meeting with one operator in Mexico. My flight to Mexico should pass through USA. So, I applied for ESTA. However, I received the reject message in the web site.

As I commitioned before, I was rejected for ESTA. Could you explain the reason and solve this problem? Soon, I will have a plan to visit or pass through USA

Closed

3/26/2015 4:55 AM

TSA000897

(b)(6)

Dear Sir or Madam I wish to make a formal complaint about the discriminatory treatment I received from CBS officers both at Munich airport and at Logan airport, Boston on February 22/ 2015, flight number Lufthansa - LH 424. I would also like a written statement substantiating the basis upon which I was refused entry to the United States. It is essential for me to have this information in order to avoid refusal of entry in the future and be eligible for the visa waiver program again. Demanding that I obtain a visa in order to visit seems an inappropriate burden based on the sole fact I had some old checks in my possession. On February 22/ 2015 I flew from Munich, Germany to Logan airport, Boston, USA with a return ticket for a planned three week trip to visit friends in Boston; name of friends [REDACTED] (b)(6) address [REDACTED] (b)(6)

The discrimination started at Munich airport. On this occasion, as every occasion my family and I have travelled to the US, I got SSSS on my boarding pass. And couldnt print my boarding pass at home or check in a day before the flight. Because of the SSSS on my boarding pass I had to be repeatedly screened at Munich airport, which made me feel like a criminal, and then after all the screening at Munich airport CBP officers at Logan airport, Boston treated me badly and refused me admission to the US. The experience was humiliating and expensive. Immediately after disembarking in Boston the CBS officers took me to be searched they treated me very very badly with no courtesy or respect for my civil rights, or my personal belongings. I was treated like a criminal without a charge. I tried to ask what was wrong but they did not give me any answers. I can only assume that the lack of respect with which I was treated was based on my name and appearance. They took me from one room to the other where they gave me a pat down search. During this process I was very cooperative and did everything they asked and told me to do. They took my laptop and my two cell phones to be checked without giving me any document recording what they had taken. They returned only one cell phone and the laptop. When I asked one officer where my other cell phone was he said it was in the laptop case but when I told him that it was not in the case he said that he did not know where it was. My laptop now contains files consistent with forced and un-consented of my files. I have no idea whether anything was seized, copied, or damaged as a result of this intrusion. At the end of my statement I was orally informed that they could not ascertain the basis for my visit, despite my information substantiating same. I had a return ticket, a family, and business in Germany to return to. There was absolutely no basis for a finding of immigrant intent. I trust that the treatment I received does not comply with US regulations of entry to non-citizens and would like a written statement explaining why I was refused entry and why my name has been removed from the visa waiver program so that I can comply with entry requirements in the future. It is especially important that my case is reviewed so that my name is removed from any watch list and I can take part in the visa waiver program again. Thank you. Yours faithfully [REDACTED] (b)(6)

(b)(6)

Several incidents have led up to this request. In February 2014, I attempted to enter the US in Houston (IAH). When I entered my passport info into the automated system prior to speaking to an immigration agent, the automated system printed out a document with a large X. I was then redirected to an office, where I waited behind several other individuals before being questioned by an agent. Family and friends had driven a long distance to pick me up, and they, of course, had to wait a long time while I was delayed. A similar situation occurred in February 2015 when I entered the US in LAX. These have just been the issues occurring while entering the country. At LAX, when I went to get my domestic boarding pass, I was given a boarding pass with SSSS written on it. This resulted in additional screening (e.g., pat down) at security. I was also requested to turn on my electronic equipment. This was a problem because, after approximately 15 hours of flying to Los Angeles, the battery on my laptop had run out. So, I had to be escorted out of security, charge my laptop, and go through security again. Just a couple of days later, I went through a similar screening in Seattle. And then, just a couple of days after that, I went through yet another screening again at LAX. So, within a 10-day span, I had issues entering the country and 3 additional security screenings.

I was detained by CBP officers around 1:35 pm, when I was crossing the border by Otay Mesa using the Sentri Lane, I was the passenger. After the officer told the driver to open the trunk and turn off the vehicle, three officers opened my door and handcuffed me, they took me into an office were they searched me, grabbed my belongings. They took my finger prints and photos, not even at that point I was not told why I was detained. Then they put me in a small isolated room, that is when the officers told me for the first time that I was detained, because the car where I was the passenger had drug in the trunk. A couple of hours later, two detectives came in the room and took me to another room for interrogation; I explained them how my day was. I was traveling with a co worker to visit a customer of our company in Tijuana, every Wednesday I travel with my co worker to see customers in Mexico, so when we were going back to US last Wednesday we were detained. I was not aware of the content of the trunk, I facilitate all information to detectives, even my record of calls and text messages from my cell phone, and laptop information to help them to complete the investigation and prove my innocence that I am not involved in any illegal activity. They took me back and into the isolated room, and around 8 pm they came in again and told me I am free of charge, that my innocence has been proven, and the officers were about finish all paper work, that they will release me soon. Later on, an officer took me to the front desk and we were there waiting for the paper work until 3:30 am, almost 8 hours had passed since I was told that I am free of charge and I was good to go. It was 3:30 am when the officers returned me my belongings, they told me my Sentri was revoked for life. I asked them for a written resolution about the incident, to have a written proof that I am free of charge, and the officer denied me to give me any physical paper that I am free of charge, there is where my main concern stars. Two days after I crossed the border again with no problem, but the second time after the incident that I crossed I was sent to secondary inspection, when I asked for a reason they told me that from now every time that I cross the border I will be sent to secondary inspection.

When I arrived to the SFO, the first CBS officer did some clearing process, finger print and took my picture and told me that you should go to the back office, officers in back office ask me a lot of questions, question regarding to my wife my children and so on, and I answered them all, then CBS officer took my laptop and cell phone and said they need to be screened for some reason and I was asked to be wait for few minutes( short time) but it take more than an hour and it was so more than I expect, during the screening I got so stress which nerves me a lot. There were no files and documents in my laptop and cell phone and nobody answer me why it take a long time.

On Jan 12th, 2014 and on August 13th, 2014 I was arriving from Shanghai to Seattle, then on to Minneapolis. Both times I got detained when I was traveling from Seattle to Minneapolis. They put me in a waiting room with other people, I couldnt use electronics. The first time I was detained was for 1 hour, the second time was 2-3 hours. Both times I didnt know why this happened.

I am a government contractor, working for Leidos Company and I travel for business all the time. During my last four trips I was pulled into secondary every single time and during my most recent trip I was searched twice, asked to check-in my laptop, cell phone and iPod and travel internationally without any mean of communication. Every time I traveled internationally for almost a year now I have been receiving the "SSSS" code on my boarding passes. I ask for your assistance to investigate this matter and take the needed action. I look forward for an updated status from your respected office. Thanks, [REDACTED] (b)(6)

1- I had to call the airport after I got back home in order to recover my Closed cellphone,which was kept from me for no reasons. 2- I feel that the CBP officers have treated me very badly and unfairly refused me an entry into the United States for no reasons. My family and I have never overstayed at anytime we traveled to the US. And therefore I ask you please fairly to review my case, and to clear my name from any watch list, and that I be allowed to use the visa waiver program again.

3/29/2015 6:58 AM

Closed

3/30/2015 1:01 PM

Due to this incident my professional career has been affected, and I am concerned about my record because I am about to get in a program to look for a position in Public Education System. First of all, I need an explanation about my case and a proof that I am free of charge. Secondly, I want to know if this is going to appear on my record for future employment. And finally, I need a reason why the officer told me I will be sent to secondary inspection every time I cross the border, because if I am free of charge I do not see why, and if that is the case I want to know what I need to do in order to not being sent to secondary inspection when I cross the border. I have crossed the border many times for the last years without any incident or being sent to secondary inspection. I request the last explained points, and thank you for your information.

3/31/2015 2:41 PM

Closed

3/31/2015 9:26 PM

I have an F-1 Visa. I am an international student at the University of Minnesota, Morris. My record is Active, and I am satisfactorily pursuing a BA. There is no clear reason why I have to go through an extra step of waiting with others for hours, and I am never given a reason for why this happens.

Closed

4/3/2015 12:46 PM

Closed

4/9/2015 3:03 PM

Closed

TSA000898

(b)(6)	I came to United State as a refugee from Jordan, I was born and raised in Iraq and finished the medical school there. I fled from Iraq in 2004 after the war and the hectic situation that was there. I applied to the United Nation in Jordan and my case was transferred for resettlement to USA, I was very happy as I was dreaming to live in USA and becoming part of this great nation. I arrived in Houston, Texas in 2010 and I was not very successful there, I moved to Maine and started to work as medical interpreter to support my family and their needs, as I am near Canada I traveled for leisure time sometimes with my friends and sometimes alone, when I was traveling there was no problem at all till one time I was traveling alone in the winter of 2014 and the CBP officers stopped me for questions and it was lengthy procedure, I asked for any documentation or if there is any reason for that lengthy procedure and they said they cannot provide me with any. When I returned home I applied for redress program and they provided me with redress number and I contacted the congressional office in my city and they helped in contacting an officials to ask about my case, I went to Canada and on the way back I was handcuffed by the CBP officers for 5-6 hours and they also did not tell me why, at that time they treat me like I am not in the great land of free men, I know the world is crazy and bad people are trying to harm our nation, which I consider my self-part of it, but I am one of the good guys, so I went back home and applied for Nexus program and then I got denied and the reason was not clear so I contacted the CBP and explain to them my concerns yet they said they cannot help I felt depressed and lost so I called the FBI office in Boston and I told them my story and offered them that I can be subjected to any interview but not to make me like this when I travel they said will touch base with me, so it was left there till I had to go to Iraq on June 7th to visit my Mom who was sick, I contacted the congressional office at that time and explained that I had to and if there is any measures or agencies that I have to inform, I went there and I came back home on the 16th of the same month when I came back the CBP officer questioned me for one to two hours and then confiscated my laptop and iPhone and iPad which were returned to me in 3 weeks by two federal officers. After that me and my wife and my kids travelled to Canada for the new year evening of 2014-2015 on the way back the CBP also subjected me to lengthy questions also not clear why. I am sorry for the lengthy letter; I hope it will be helpful; I am looking forward to be a citizen of this great nation. Please let me know if you have any things that you would like me to do.	please help me clear my name	Closed	4/10/2015 1:04 PM
	Once again, probably 5th time, was delayed for over an hour for interrogation and extensive search including that of my cell phone and laptop. This happened while handing in my customs declaration card at EWR April 8th around 9:30pm EST. I dont care if you found a judge who said it was okay. It is not okay and very upsetting. Persons waiting for me are delayed and my privacy is violated, made to feel like a criminal. This time I was nearly detained because there were photos of women in their 20s on my laptop. You guys are control freaks.		Closed	4/12/2015 8:04 PM
	I was traveling back from Mexico in November of 2013, upon reaching the initial entry point in Houston George Bush International Airport I was asked a few routine questions then the Border agent called someone on his radio, a Officer [REDACTED] came and started to escort me away, I became suspicious of this activity and began to question what was going on and stop and said I need an explanation, I was a very frequent International traveler. Officer [REDACTED] grabbed me and shoved me through a door slamming me against a wall and handcuffing me, breaking my glasses. After this he put me in a detention cell and curled me to a bench. I banged on the wall hoping to get someone else's attention, I did a hole group lead by officer [REDACTED] I asked why I am being held and that I needed an attorney I was told I do not deserve and attorney and was not required an explanation they all left. A few minutes later they all returned un handcuffed me and began to punch me in the stomach and slam my head into the wall severely breaking my nose. A few of them kept grabbing my penis asking if I liked it. They handcuffed me to the bench and refused me to see a Doctor. Few hours later I was released and all of my personal electronics confiscated including a camera, iPhone and tablet. The iPhone was returned wiped clean of pictures emails and video. The tablet was returned completely damaged after Officer [REDACTED] in Denver was denied by my attorney and myself the passwords to gain access into it. I sought medical attention in Denver to receive emergency surgery and two additional surgeries to correct my smashed nose. I have been denied a FOIA report to this incident.	To date this incident has caused several thousand dollars in surgery and radial nerve damage because of un necessary handcuffs, your agents who later escorted me with ankle cuffs and handcuffs through the airport kept forcing my right thumb backward over the cuffs. I have submitted a formal letter to Congress Woman DeGette with additional details of this incident just after my return home. That also seemed to go un noticed by the Department of Homeland Security.	Closed	4/17/2015 2:03 PM
	I am proud of myself to be a good United States citizen. By profession I am a Software Engineer who works as a consultant. I have successfully completed my Master of Science degree with high GPA from University of Detroit Mercy in 08/1995. I have achieved my Bachelor of Engineering degree from NED University of Engineering and Technology in 12/1990. In addition to my qualification I have 17 years of Information Technology experience in automotive, manufacturing, Tier 1 automotive suppliers, utility, electrical, electronics and health care industries. I have five kids in the family all were born here in the United States of America. Being a law biding citizen and a decent person I have never been involved in any kind of indulgent activities. I have been living in the U.S. for almost 18 years. Before September 2001 I did not have any problem traveling overseas. Since then, I have always been delayed entry into U.S. at port of entry. I have repeatedly referred to additional screening. Every time I am on my way back home from overseas I have to go through secondary scrutiny. I get separated from other passengers going through immigration process line. Homeland security officer conduct a background check which takes a while and this cause missing connecting flight as well as impact on family and kids stress. The following incident occurred while visited Pakistan to see family relatives mother, brother and sisters in 2004, I went to this extra security check which caused 3 hours delay. The 2nd incident was in 2008 when I was coming back from Pakistan with my two little kids tired of a long flight. The 3rd incident happened on 2009 when I visited Pakistan to see my mother as she was very sick and passed away. The 4th incident happened last year September 2010 when I was coming with all my family members including 5 kids I was pulled and separated from my family for secondary screening when clearing US immigration and custom which I feel my civil rights have been violated because it was kind of insult and abuse to the family and kids waiting for me with tension and stress as coming from lengthy traveling. I am sure with DHS help with full dignity and enthusiasm I can prevent the evil interfering into my transparent personality. I would like to file an inquiry to seek resolution regarding difficulties that I am experiencing during my travel screening at airport. Please correct inaccuracies in government records of my personal information which make my travel difficult. I seek help from DHS TRIP to resolve inconveniences resulting from name similarities. Please clear my name from the list for future references. Thanks!	I was always detained and delayed at the port of entry into U.S. I was repeatedly referred to secondary screening during my travelling experience.	Closed	4/20/2015 4:25 PM
	To whom it may concern, I am a Canadian and working under TN VISA for Samsung Opto-Electronics in New Jersey Since Sep 2013. In early Feb 2015, I got another job My job requires me to travel aboard every 2-3 months, please help offer by HikVision USA, I tried to switch my job by applying it at Toronto Airport Pre-Clearance on Feb 7th 2015. They denied my application and canceled my TN. Samsung still wanted me to work for them, so on Feb 24th 2015. I reapply TN at my home town Vancouver Airport Pre-Clearance, and I got new TN approval till Feb 22nd 2018. Since the new approval, I traveled aboard to Mexico (March 8-11, re-entered in WAS) and Korea (March 13-24, re-entered in NYC) for business purpose. Each return back to US I got referred to secondary inspection room for further 20 to 30mins.	clean my status in the system if applicable, thank you very much.	Closed	4/23/2015 4:37 PM
	I was denied entry into the US on the basis that I did not have any ties to my home country. I wish to visit my girlfriend, whom I met online, through the means of a multiplayer game server which I host, back in August 2014. My girlfriend and I have been in contact daily, and we even sleep together on Skype, so it is safe to say we practically live together non-physically. I believe this is unfair, as I do have ties to my home country. I work from home, getting most of my income from hosting multiplayer game servers and doing freelance web development work. However, my equipment needed to work was left at home. I had only brought my portable computer to play games and watch and to be used as a multimedia device. On top of that, another tie would be my return flight, which I booked at the same time as my entry flight, as well as my family members. I know very well that entering the United States of America with an attempt to stay as an immigrant is illegal and I am well aware of the consequences. I planned on taking my flight back to Canada on October 18th, less than 179 days after my date of entry. I am, and was well aware at the time of entry, that staying beyond the allowed stay is illegal and such actions will get me permanently barred from entering the U.S. again. This was "not" my intention at all. I wished to meet my girlfriend in person for the first time and spend the summer with her. Staying over my allocated time would have meant that I could possibly never see her again, which would be an inhumane thing to do. I have met her parents and they are willing sponsoring my trip, allowing me to live in their house. They are also willing to write a formal invitation letter, stating that they would sponsor me and provide housing during my 177-month (5 months and 24 days) stay in the United States. I am not entirely sure whether this form is the right place for me to ask for questions, but I did not find a phone number to contact. I would like to speak to a representative that could help me and answer some questions, such as what I can do to enter the United States. The CPB Officer mentioned that most people coming to the U.S. for their first time come on a trip of a week to a month, which is something I can accept and would also be willing to do. My girlfriends birthday is on May 7th and I would love to be present for it. Even if it means staying for only a week or perhaps even a month, all I want is to hold her in my arms and tell her I love her. As a first time traveler, I was misinformed. All of the resources I have consulted lead me to believe that having a return flight, family as well as a sponsorship inside of the U.S. was enough for me to finally meet my significant other. I apologize in advance if I have misused this form. This was the only way I found to contact the authorities.		Closed	4/24/2015 6:34 PM

(b)(6)	On Monday, April 27, 2015 I (and my girlfriend) was returning to the United States through the Port of Miami, Florida aboard the cruise ship Carnival Victory. I and the cruise ship departed Miami, Florida on Thursday, April 23, 2015 on time without incident or being questioned. During the cruise, the cruise ship docked in Key West, Florida and Cozumel, Mexico. Upon my return to the United States on Monday, April 27, 2015 when I was trying to disembark from the cruise ship, I was detained and was told that Customs and Border Protection (CBP) wanted to see me. I figured I was being randomly selected for a detailed search. However, once I met with the CBP agent, he wanted to know more information about my legal issue. I am a registered sex offender in the state of Texas for a March 2004 offense of criminal solicitation of a minor in which I received a six year deferred adjudication sentence and a requirement to register as a sex offender for a total of 16 years. I told him that I completed my six years of deferred adjudication in October 2013 and was finishing the remaining time of my registration requirements. I told him that I had provided all of my travel information to my local police department (Irving, Texas Police Department) as well as the Broward County, Florida Sheriff's Department (I stayed in a hotel the night before my cruise departed in Dania Beach, Florida). I do not know why I was stopped, questioned, and had all of my bags searched including searching the electronic pictures on my cellular telephone and tablet. According to my attorney and the requirements of my registration, I feel that I was unfairly treated and should not have been stopped, questioned, or searched. I would like an explanation as to why I was stopped, questioned, and searched when I had done nothing wrong and abided by all laws and the requirements of my registration. Note that my USA Passport number is [REDACTED] (issued February 7, 2015). I also have a Known Traveler Number (KTN) which I applied for with the TSA and was given approval in February 2015. My KTN is [REDACTED]	Closed	5/4/2015 6:58 PM	
	I would like to express my concern during my most recent travel in last 45-50 days. Last week I travelled from Houston hobby to Buffalo on Reservation Number: Southwest 8YN07G Apr 30th Flight No. 653. I was Red Alert and was pulled out of the regular line and strip searched for body and luggage. Than at plane boarding time Red Alert signal will sound to identify a security risk. I felt that it was very humiliating as all passengers start staring at me. Upon arrival at buffalo I contacted TSA 1866 289 9673 to understand and discuss possibly an error in the system. Unfortunately I went through the same Agony on my return flight on May 4th SW Flight #134 at buffalo airport. First I tried at the airline level and then at the security level but no one could understand why my name on the whole terminal was identified. I went through the same SSSS screening process. My hand baggage was stripped searched. I was isolated and searched like a terrorist and criminal.	My Laptop computer is damaged in the screening process. I have Global entry membership since 2009 and my KTN is [REDACTED]. I had no problem with TSA preflight in the past. Although I am not worried but concerned that suddenly after 7 years what went wrong. If I am mistaken for a different individual with same last name. Or I should visit DHS and have my name cleared again. Please provide update and process to file my claim for my laptop damage.	Closed	5/5/2015 6:16 PM
	Stopped for 90 minutes additional screening by CBP and my entire laptop and cell phone were downloaded and scanned.		Closed	5/8/2015 10:17 PM
	Upon arrival into Newark (EWR) from London (LHR) on April 18th 2015 from flight UA801 I proceeded to the area for US Citizens. Once called to the officer he had me place all my digits from both hands on the device for finger-printing and took my photograph which occurs every time I return to the USA from a foreign trip. The agent asked me if I had ever been arrested and before I could answer he took my documents and left the booth and beckoned me to follow him. He handed me over to another agent who then directed me to a room where there were other travelers waiting to be interviewed by immigration officials.	I waited approximately 5 to 10 minutes before being called to a podium and they handed my documents back to me without further questioning. I have recently written to my congressional representative complaining about this on-going inconvenience citing that my transgression of a DUI over 10 years ago has been addressed by the courts and that I have complied with the punishment at that time. As someone who flies at least twice per year to the UK or elsewhere, the return to the USA is never a simple matter of document check but in general I am chosen for additional screening for no good reason. I am TSA pre-check in the USA and have never had a problem leaving the country but only on my return with a British Passport and the Alien Card am I inconvenienced. I would request a review of the cause of my always being chosen for further screening and then am let go after mundane questions have been asked of me.	Closed	5/13/2015 11:58 AM
	Hello DHS, Ever since I obtained my new passport back in August 2014 I've been taken to additional documents check when arriving to Miami Airport passport control. This never happened to me with any previous passports I had. The immigration officers just mention that they can't complete my entry at the counter, so I have to go to the separate room and wait for around 30 minutes until they call me and tell me that I'm good to go. I live here in the US since November of 2013 with a L1 work visa since I work for US largest medical devices company Medtronic, and due to my job I have to travel to our offices across Latin America 3-4 times a year. My current Venezuelan passport has the number [REDACTED] and was issued on August 27th 2014. Name on the passport is [REDACTED] and Lastname is [REDACTED]. I traveled many times with my previous passport and was never taken to additional check. My old passport number is [REDACTED]. My L1 visa number is [REDACTED] issued on October 16th 2013, I have Florida Drivers License and Social Security number. Can you help me fix whatever issue my passport has?		Closed	5/25/2015 1:07 PM
	Dear DHS Traveler Redress Inquiry Program: On May 13, 2015, I was referred for secondary screening at the Blaine, WA King George land crossing from Canada. I was traveling on the scheduled 11:30am BoltBus to arrive in Seattle at 3:30pm. I was booked on the scheduled Emirates flight leaving Seattle at 5:45pm to Dubai, UAE and onward to Mumbai, India. At the border, a CBP officer upon inspection of my NEXUS and Passport, showed particular interest in my flight and destination. I was referred to secondary inspection after he quickly asked me to open my backpack at his counter. I was detained at the border for over two hours, and missed several other busses going through while waiting for Blaine CBP officers to investigate. I was friendly, forthcoming and fully cooperative. CBP officers went through my mobile phone and laptop, which I gave my logging to without question. I even provided them with the chargers when they asked, because the devices were low on battery. No explanation was given as to my detention. Drug-detecting dogs were brought to patrol around me three times. Two FBI agents also were called in to interview me near the end, and asked the same basic questions as the CBP officers. I would like a proper explanation for the incident, and the reasoning for my lengthy two hour detention. As a holder of NEXUS/Global Entry, and as stated by US CBP, I am entitled to expedited customs clearance and limited immigration questioning. My fingerprints and retina scans remain on file with the US authorities. I have no criminal background or any history of agricultural or customs violations in the US. I transit the US frequently due to flying US carriers, and have never overstayed any visit. The entire ordeal led me to catching the next scheduled Boltbus to Seattle, missing my flight, being stranded in the city, being charged airline fees, and incurring significant financial costs and having to arrange transportation back home from Seattle. Similarly, I will also be lodging a complaint with the CBP and filing for a FOIA request regarding the details of this incident. Regards, [REDACTED]		Closed	5/27/2015 3:12 AM
	After landing at Charlotte, I was directed to secondary inspection where after being questioned, my luggage was searched. In my luggage, I have 5 diaries which I write all my information in. The officer proceeded to read my diaries and this felt like mental rape as he went through every personal detail which I documented as a part of my therapy for clinical depression. After that, he requested my electronic devices; in my possession was my 2 mobile phones and my laptop. He had already gone through my laptop and I voluntarily gave him the phones. I even decoded the lock screen so he could readily have access. He handed me a blue and white form which detailed the reason he why my electronic devices were chosen for inspection. He handed them back to me. Fast forward to landing in Jamaica and I attempted to use my laptop to do some work. After I turned on the instrument, I realized that the icons were flashing across the screen and any attempt made to use the mouse was useless. This rendered my laptop useless and unable to do any business. I am now unable to do anything on my laptop. I am a self-employed publicist and use my laptop a lot to write press releases, design programmes etc. My income has been severely affected. My cellphone (which I am using to fill out this application) was also acting up however it started to work again so I will not seek redress for that. I live in the countryside so I do not have access to internet cafes or even a library. There is also limited internet connection on my mobile. I would like to know how do with get compensated for my laptop.	The officer initially insinuated that I was carrying drugs, however, after a thorough search(which included destroying my suitcase), he realized that I was not. In my diary, I had written that I had done a Homecare job while I was in the U.S. and this was used to deny me entry. I am firm with that, I just need to be able to support me and my child while I am home.	Closed	5/27/2015 1:07 PM

TSA000900

(b)(6)	<p>I have been held for extra questioning, searching, and testing of my personal items for traces of suspicious particles. I was escorted directly to the plane. My electronics have been confiscated and shipped to destination. I was held in a holding room with 150 other people, myself being the only American citizen. I have recently renewed my passport and changed passport numbers within the last 6 months. This happens almost every international trip.</p> <p>In my last two travels, I faced delays and secondary screening while returning back home to Seattle. On May 4, 2015 I was initially held up at the departure port at Amsterdam boarding gate security check-point for close to an hour. The airline boarding staff asked me to wait for a US Immigration staff member, who came after 45 mins and then asked me a bunch of questions before allowing me to proceed with boarding. Next, when my flight reached Seattle, I was held up at the Seattle immigration since I was not cleared by the automatic machine and referred to an officer. The officer cleared me, but later after I picked my bags up, I was stopped for secondary screening at the customs exit point. My bags were then thoroughly checked along with an officer asking me a bunch of questions, including asking me if I could identify 3 phone numbers that he had written on a piece of paper. I told the officer that I did not know those numbers, but can try and call them from my cell and see if it shows up. I tried calling the number officer gave me, but it was an unknown number like I had originally mentioned. The officer then told me that its ok and cleared me. Overall, the officer was friendly and I was at ease answering his questions. I told the officer that this is becoming a pattern since I was also stopped on October 5, 2014 in the similar manner when I returned back to Seattle after a trip to India. The officer then suggested that I go to the DHS.gov/trip website and file my experience and seek redress.</p> <p>1. I almost lost my flight because the united agent had to call someone. 2. Every time I have to wait to be boarded. For example last time at istanbul airport, my 2 year old daughter, wife and I had to wait for someone to call the usa so we can get on the flight. 3. Last time the tsa check officer was very abuse towards my wife and 2 year old child. 4. The average time it takes for them to call someone is between 30-45 minutes. 5. The last two times I traveled internationally I was interrogated by a dhs officer upon arrival. 6. In san fransisco airport I had to wait 3.5 hours at the board of entry to be allowed into my own country, usa! 7. They searched my phone, my university-owned laptop and all electronic devices and took them for hours. 8. A tsa officer came and walked my wife and daughter back to tsa check point and it was very humiliating. 9. My family and I feel belittled, ashamed, humiliated and disgraced when all of this happens.</p> <p>I have been travelling to the US since 2006. I am citizen by birth but currently I live and work abroad. Since 2012 every time I travel to the US i am subject to pre-departure and post-arrival questioning and screening. Every time I visit the US I am held for an average of 2-5 hours for questioning and search of my luggage. In this process not only my physical luggage is searched my equipment such as my phones, ipad and laptop have been confiscated and kept for hours. Also on a recent trip I was asked to give my ipad, iphone and itunes password. In another occasion I was questioned about a certain person who went to school with me in Qatar, I gave all the information regarding that individual to the officers. I also had received an email from that individual several years ago that I forwarded to a homeland security officer. I also informed that officer that I do not agree with content of the email or the views of that individual. I also made a commitment that if I am ever contacted by the individual in question I will reach out to Homeland Security as soon as possible. Lastly I would like this issue resolved because I have had several occasions where this extensive search has led to several financial and schedule issues. - I have missed my connection once, due to longer search procedures. - I have missed a bus ride which led to me paying for a hotel night for my self and students who I was chaperoning in New York City. - Almost missed my connection in Atlanta - Have kept family and friends waiting due to longer questioning - My students who travel with me have been questioned while entering and leaving the country These are some examples of situations that I have encountered. I believe that as a US citizen by birth I have the right to free passage into my own country. I feel that "Welcome Back Home" does not mean anything to me because my welcome party does not welcome with open arms, but with suspicion and paranoia.</p> <p>Flight Information: Ethiopian Airlines flight 501 (IAD to ADD), 5/27/15 11:00am Ethiopian Airlines flight 807 (ADD to KGL), 5/28/15, 11:10am While getting my boarding pass at Washington Dulles International Airport, the Ethiopian Airlines ticket agent called someone, marked by bags with "SSSS," and gave me a boarding pass also marked with "SSSS." As I was leaving the ticketing area, I was approached by a TSA agent who took my boarding pass and passport. He took me to the security checkpoint and called out that he "had the female selectee." At this point, I thought this was a random selection situation, however a female TSA agent informed me that I was on a federal watchlist. She said that I was either a suspected terrorist, knew a suspected terrorist (whether or not I knew that the person was a suspected terrorist), or had a name that was similar to a suspected terrorist. She personally checked my body and also went through all my carry on items (one small suitcase and my purse), turning on all my electronics. Afterwards, I was free to board. I had no delays or difficulties during my flights, however once I arrived to Kigali, security agents went through my checked luggage, which was marked with red tags. The female TSA agent who did my security check said that I should go through the readdress process if I think that I have been wrongly placed on the watchlist. She said that she had an information sheet that she could give me, however because my boarding time was very soon, she did not give it to me and suggested that I Google "United States readdress" for more information.</p>	Closed	5/29/2015 3:06 AM

(b)(6)

In Dec 2010 I travelled to the US for two months under the VWP (Visa Waiver Program). I undertook some training on behalf of my employer in the UK for which I did not receive any payment in the USA except for subsistence expenses (hotel, meals, transport etc). I delivered the training - both field- and classroom-based - to a company in the USA which is a partner of my employer in the UK. I have at times been in a relationship with someone in the States, and have come over a few times to visit. I have never stayed longer than 90 days, or had any paid work, problems or issues. All trips were for vacation only. In 2011 I tried to enter the US to visit my partner for a few weeks. I was detained at the border in Detroit by the TSA and questioned over a period of several hours. My laptop and phone were searched without my permission, and the agent demanded my Facebook password, stating You have to give it to me. I was repeatedly brought to tears by accusations and statements against my character. Eventually my application to enter was denied and I was returned to the UK. I have not tried to come back to the States, and my relationship with that person has ceased. The main issue seemed to be that I had undertaken the training in 2010. After a barrage of questions and accusations I was asked to state that I had taken paid work, but this was not worded clearly and I feel that I was misled. I explained what had happened in 2010 with the training, and was told "what you did is what this is, sign here to state that you undertook that activity". To stress, that information was false. I did not work in the USA. I was young, scared, denied any contact with my family (or legal representation), and held for hours without food in a cold airport detention area while TSA agents alternately left me for hours without information or made accusatory and unfounded statements. My partner was contacted by phone, and questioned in an extremely misleading manner. I had mentioned to her previously that while in the States I may research potential job offers, and if work seemed to be available, I would apply for an Immigration VISA and go through the official channels. There was no contact with any US companies at the time, and no intent to do anything illegal or to work without the proper VISA. My partner mentioned this to the TSA agent in good faith. She (my partner) told me that the agent reassured her that my intentions were legal, but once he obtained her statement he told me that I was entering the US to work and that I was now denied entry. The TSA demanded my Facebook password and searched my entire message history, and I could point out messages to the effect that I was only planning a trip (and no message in my email, phone or Facebook that pointed to me having any other intention). This was ignored. A different (more calm) TSA agent told me that in his opinion I hadn't done anything wrong, and once I explained the situation he told me that I would be best off withdrawing my application to the States, contacting the relevant Embassy/Authorities and explaining what had transpired. He reassured me that the chances of a reinstatement were high. To be honest, the experience was traumatic. Despite the reassurances from the calmer agent, I broke off the relationship, abandoned plans to challenge what had happened and continued with life in the UK. I do not have an application number, incident report or report number. However, the company I work for in permanent, full-time employment (UK) has now asked that I apply for a reinstatement of the VWP, or for a casual business visa, as our clients in the US (The Walt Disney Company) will need me to travel there for very occasional business meetings. Any help or advice would be really appreciated. Thank you for your time. Best [REDACTED]

My passport number (at the time of travel) was

(b)(6)

Closed

6/22/2015 10:21 AM

I am currently the CEO and Director of Lagimed Corporation, a large medical device manufacturing and distribution company in Vietnam. Lagimed is headquartered in Ho Chi Minh City with a branch office in Hanoi and between the two offices, distributes a large variety of medical devices both national and internationally. On 8/12/14, I was issued an M class visa that expires on 8/10/2015. In 9/5/14, I traveled to the U.S. to explore investment options for my corporation. Under this visit, I was allowed to stay until 3/5/15. On 1/28/15, PRIOR to my visa expiring, I filed for an extension of my status because I had additional investment opportunities to review. This application is still pending. On 6/7/2015, I traveled back to Vietnam to handle issues related to my corporation. On 6/20/2015, I was denied entry into the U.S. based upon my overstaying despite the pending application for extension of status.

When a visitor applies for an extension of stay BEFORE his visa expires, he will not accrue unlawful presence while the application is pending. Unlawful presence only accrues AFTER notice is issued that the I-539 application has been denied. In this case, the application was pending. [REDACTED] left BEFORE it was adjudicated and therefore is NOT subject to the 3 year bar because he has not accrued any unlawful presence and had a visa that was still valid until 08/10/2015. Therefore, there should not have been a denial of his entry into the United States.

Closed

6/22/2015 6:57 PM

Last May 27th, I boarded a flight from Manila to Denver with Layovers in Tokyo and LAX. When I landed at LaX, immigration counter 35 officer, asked about my return ticket which I do not have since I am not sure if I am leaving from Canada, Mexico and the USA. I know I have less than 90 days for this trip, too, if I travel within the USA. The officer asked when my last trip to the USA was and I left the USA just a couple of weeks to indulge my mother for her birthday and Mothers Day. I was supposed to be going to Canada to see family and friends and another friend is going home to Utah from Germany I could meet before I go somewhere else. Anyway, for a country so big, with so many places to see and things to do, less than 90 days is pretty short, not to mention if ur driving and visiting as many cities and states as I can. But the officer said he would send me to another officer, and this 2nd officer, made me wait until I missed my flight to Denver. He accused me of working illegally teaching zumba and he insisted I have to get out of the western hemisphere if I want to go back to the USA. I know I did nothing wrong and I did not break any rules or violated any laws and certainly, DID their accusations? Why was there not proper investigation while I was in detention of all I have to get out of the western hemisphere if I want to go back to the USA. I know I did nothing wrong and I did not break any rules or violated any laws and certainly, DID their accusations? Why am I not allowed back to Seoul? Why did NOT teach zumba. I attended and visited as many gyms and instructors as I can when I am staying in a city. My friends have to work so we went on roadtrips on their days off and on weekends. The 2nd officer [REDACTED] something, sent me to detention, took all my stuff and went through all my belongings. I waited in detention, could not stop crying from embarrassment and humiliation, surrounded by other suspects, without any means of communication to family and friends. I was passed to this 3rd officer [REDACTED] who interviewed me and made me sign this document that is NOT a word for word transcript of my interview but his understanding and interpretation of what I said. He said he even saw my resume on my tablet which means nothing since my CV is online and I am on vacation and had no interest in going back to work anytime soon. He was insisting on me going back to the Philippines which I do not understand since I am a Korean citizen so I asked to call my friend to get me a ticket back to Seoul from Tokyo with a layover in Manila. This 3rd officer, also informed me that I will be taken to another place and he also took my picture and finger print. He also showed me the zumba website which is a generic website for all licensed instructor. Of course, I am on that, and yes, my location was Aurora, Denver, for shopping and shipping purposes. He would not listen. He also would not let me talk to his supervisor and he said the supervisor already approved of me being sent back to Manila coz he said that was my flight and that is where I came from. I was able to talk to the Korean embassy and informed them that I have been detained over 12 hours now and that they told me I cannot go back to Seoul but the female officer interrupted and said nobody would tell me that. But the 3rd officer did, the American airlines lady heard that, too. Anyway, I was already up almost 24hrs, u comfortable, humiliated and embarrassed and afraid for my safety. The 3rd officer also informed me that he could not find my iphone coz when he asked if I had a tone I said no but the 2nd officer offered to charge the tone and I thought there would atleast be proper transfer of all my stuff they took from me. Anyway, after midnight the 2 Dhs officers came and took me to their center. It was a cold and noisy place with no toilet doors almost like prison without a bed but a metal benches attached to the wall. I was without coffee and cigarette and awake and tired and hungry for so long at that point. I could barely walk straight. But I remember, in the vehicle, in darkness, they flashed a light at me, amibe to check up on me but all I could think of, it could be worse, flashlight in my face was rude and mean or for safety reasons. When we got to the center, one officer named [REDACTED] and another, they asked me why I was there, and of course, I was told I was illegally teaching zumba. And the female officer asked if I were OK, and who would be after all that I had to go through. She even said outloud I had no bra when she patted me. I cannot help but wonder if that was even another form of verbal abuse, humiliation or just your normal procedures for dhs suspects. I was able to eat an apple that night and a pear in the morning. When I was taken back to the airport, with my escorts, I guess, that was protocol, public humiliation. I was taken to board my plane back to Tokyo as soon as I got there, I was allowed one phonecall before boarding and they had already checked my bags and I was not given the yellow envelope with my passport and tablet until the plane door closes.

Please have this incident carefully checked. I have no idea why they would detain me, accuse me and take my ESTA away. I have not done anything wrong and I followed the rules. Was it so hard to believe that there are people who can travel as long as they want and as much as they want within the rules and boundaries you have set? Why was there not proper investigation while I was in detention of all I have to get out of the western hemisphere if I want to go back to the USA. I know I did nothing wrong and I did not break any rules or violated any laws and certainly, DID their accusations? Why am I not allowed back to Seoul? Why did NOT teach zumba. I attended and visited as many gyms and instructors as I can when I am staying in a city. My friends have to work so we went on roadtrips on their days off and on weekends. The 2nd officer [REDACTED] something, sent me to detention, took all my stuff and went through all my belongings. I waited in detention, could not stop crying from embarrassment and humiliation, surrounded by other suspects, without any means of communication to family and friends. I was passed to this 3rd officer [REDACTED] who interviewed me and made me sign this document that is NOT a word for word transcript of my interview but his understanding and interpretation of what I said. He said he even saw my resume on my tablet which means nothing since my CV is online and I am on vacation and had no interest in going back to work anytime soon. He was insisting on me going back to the Philippines which I do not understand since I am a Korean citizen so I asked to call my friend to get me a ticket back to Seoul from Tokyo with a layover in Manila. This 3rd officer, also informed me that I will be taken to another place and he also took my picture and finger print. He also showed me the zumba website which is a generic website for all licensed instructor. Of course, I am on that, and yes, my location was Aurora, Denver, for shopping and shipping purposes. He would not listen. He also would not let me talk to his supervisor and he said the supervisor already approved of me being sent back to Manila coz he said that was my flight and that is where I came from. I was able to talk to the Korean embassy and informed them that I have been detained over 12 hours now and that they told me I cannot go back to Seoul but the female officer interrupted and said nobody would tell me that. But the 3rd officer did, the American airlines lady heard that, too. Anyway, I was already up almost 24hrs, u comfortable, humiliated and embarrassed and afraid for my safety. The 3rd officer also informed me that he could not find my iphone coz when he asked if I had a tone I said no but the 2nd officer offered to charge the tone and I thought there would atleast be proper transfer of all my stuff they took from me. Anyway, after midnight the 2 Dhs officers came and took me to their center. It was a cold and noisy place with no toilet doors almost like prison without a bed but a metal benches attached to the wall. I was without coffee and cigarette and awake and tired and hungry for so long at that point. I could barely walk straight. But I remember, in the vehicle, in darkness, they flashed a light at me, amibe to check up on me but all I could think of, it could be worse, flashlight in my face was rude and mean or for safety reasons. When we got to the center, one officer named [REDACTED] and another, they asked me why I was there, and of course, I was told I was illegally teaching zumba. And the female officer asked if I were OK, and who would be after all that I had to go through. She even said outloud I had no bra when she patted me. I cannot help but wonder if that was even another form of verbal abuse, humiliation or just your normal procedures for dhs suspects. I was able to eat an apple that night and a pear in the morning. When I was taken back to the airport, with my escorts, I guess, that was protocol, public humiliation. I was taken to board my plane back to Tokyo as soon as I got there, I was allowed one phonecall before boarding and they had already checked my bags and I was not given the yellow envelope with my passport and tablet until the plane door closes.

Closed

6/23/2015 3:34 AM

I traveled from Houston, TX to Los Angeles, CA to visit my son and while going through TSA I received extra search much more then everyone else. This was done at both times from Houston to Los Angeles and from Los Angeles to Houston. They opened my bag, took information from my electronic devices. It seemed they called someone else to do a pat down on my clothes and looked under my garments. It was quiet embarrassing. Upon inquiring from the TSA agent I was informed that I had a special marking on my boarding pass which requires all of this.

I think I am being misidentified and I would like for you to resolve this issue. I do not want experience this sort of discomfort while traveling next time.

Closed

6/30/2015 11:05 AM

TSA000902

<p>(b)(6)</p> <p>As off 2012 July I was living and working in Calgary Alberta Canada. I was a regular traveller to the USA in particular Texas. A day trip to Montana through the couts border crossing on September 27 2014 has made my life very miserable. We encountered hostile border agents on the US side but in all honesty the agent we dealt with inside the immigration building was a calm professional who treated us with dignity and humility . On the way back from Great Falls were we encountered a barrage of humiliating and dehumanising questing from a lady officer from cbsa on the canadian side. Questions ranged from who told you about montana? , why did you leave from Calgary? , and dont you have anything sharp that can harm us as a few examples of the questions that we were asked. To my suprise going to montana was apparently suspicious and we were immediately told to empty our pockets and handover my pin number for my phone. I am a peace loving Christian who can coincide with other people regress of their faith. At that point in time I had a friend from work whom is a MUSLIM and we used to joke about Islam . These jokes were not in twitter or Facebook as this would obviously attract unnecessary attention so it was over what app and text messaging. I feel as though my phone is a very personal device and to be asked to give up my pin number is a great violation of my privacy. The officer in question saw these messages and obviously didnt know the "context" in which these jokes were written. The sad part is I wasnt asked to explain what these messages meant at the border only to find myself being called by RCMP and CSIS 4 days later. It was the shock of my life . I am still gobsmacked till today. I have cooperated with both agencies and I told them the truth . I must agree joking about staff like this is a series concern I will not do this again. To add insult to injury I was embarrassed in JANUARY 2015 as I was flying back to Ottawa CANADA after 4 days in England for my dads 60th suprise party. Due to the flight going through US airspace I was told I am on a no fly list. I have never planned anything related to islamic terrorism as I am not a MUSLIM to be labelled as such is dissapoiting to say the least.</p>	<p>I would like to categorically comment and state that I am not a Muslim. I have never been to a mosque and never will. I dont have Islamic literature and no one has ever preached to me about it. I have a brother and sister in the USA and they are US citizens. I love my family and would never engage in anything that involves harming them . I love to visit them . This ordeal has been heavy on my parents as they struggle to understand how I got tangled up with Islam. To say the least this has put a strain on them as one can imagine. I am a hard working individual not involved in crime and 100 % not with ISLAM. Please remove me from the no fly list have nothing to do with ISLAM or ISIS or terrorism. I feel and believe that CBSA passed on my information to the USA and that upsets me as I am allowed to fly into canada and not the USA. I am very embarrassed when I fly , the stigma attached with being labeled a Muslim is too much for me, its like an invisible tattoo. I am looking forward to be a free individual as it was in the past. I love visiting the USA and there is no way I would ham anyone there or anywhere the world. I must admit on my part my jokes have cost me a lot of humiliation and stigma when I travel. I will not repeat thesee jokes.I am looking toward to your kindness and humility to help uplift me from this mess dear officer. Yours faithfully</p> <p>(b)(6)</p>	<p>Closed</p>	<p>7/1/2015 5:26 AM</p>
<p>Expedite Delete rcvd 07.05.2015</p>	<p>Based on information in DHS TRIP, CBP officers at port of entry, TPA, asked invasive and intrusive questions, copied all of my papers, and searched and seized all of my electronics, including computers, cameras, USB data drives, cell phones and SIM cards. A formal complaint was filed with help.cbp.gov. Incident: (b)(6) and the complaint has been forwarded to the Tampa Port Director for review. Because of search and seizure, I became aware of data in DHS TRIPS, according to the CBP officers that performed the search and seizure. There is erroneous and irrelevant information in the system, including the use of the word "terrorism", according to CBP officers. I would like to receive the full detail of what is in my DHS TRIP records so that I may address validity with the appropriate DHS departments and agencies. The content of records pertaining to me in DHS and CBP systems is affecting my travel and treatment worldwide, including the United Kingdom. I learned on a visit to the UK in 2014-2015 that I am on various terrorist watchlists, due to data sharing between UK agencies and DHS. Therefore the erroneous and negative information is being propagated and impacting my ability to travel in peace and without hindrance. I would like to have the opportunity to correct this erroneous information so that I experience a better travel experience.</p>	<p>Closed, Administrative</p>	<p>7/6/2015 8:35 AM</p>
<p>After attending an interview at your at USA Embassy in Ottawa the duty officer asked me to present my case in this website My personal trauma started on Sunday April 17 2009 My father in-law had passed away suddenly in Virginia USA My wife (b)(6) two elderly family members and I decided to attend the funeral scheduled for Monday April 18 2009 When we arrived at the US customs booth at the Thousand Island Bridge crossing the US agent asked us for our passports which I quickly presented him He ordered out of our car and said whatever into his communications device; and four US guards appeared and once I was handcuffed behind my back and led to a bare cell which bright lights shining overhead and was latched on to a wooden bench I stayed thus for 10 hours April 18 2009 . Moreover it was mentioned that the inadmissibility decision could be changed My wife and I our entire family mother siblings aunts uncles cousins all live in the USA and it is an immense hardship for us to be barred from the country for life having done no harm to anyone My shoulder from being shackled still hurts and I am not covered by insurance to see physiotherapist I have five young children and it has become difficult for me to function as a husband and a father after the humiliation I have suffered at the hands of the US border guards Therefore I am appealing to you for your help to resolve this matter so that I can travel me and my wife without let or hindrance to visit our family and relatives finally we love the US and we consider our second home Thanking you I remain most humbly</p>	<p>we are a low abiding citizens who never done any thing to any body and we kindly appealing to US authority to give as a waver and a second chance to visit our family.</p>	<p>Closed</p>	<p>7/8/2015 6:32 AM</p>
<p>When I was 13 years old, I had an issue at a retail store. My sister and I got in trouble for petite theft while we were in vacation in the United States. My sister placed some lipsticks on my bag, and since the cameras of the store were not working, both of us were blamed. Our case number is (b)(6) and the charges were Petit theft. The disposition for the case was non judicial action. After this incident I have been having issues everytime I travel, because I always get stopped by immigration for a second check and sent to a room so they can verify my case. Most of the time I get stuck there for 3 to 5 hours and I have lost many connection flights due to this issue. A few years ago, one of the immigration officers told me that I needed to get a redress number everytime I renew my visa, so I dont get stopped everytime I travel to the USA since I travel a lot and it creates a lot of issues regarding flight connections and of course takes away a lot of time.</p>	<p>Closed</p>	<p>7/10/2015 7:16 PM</p>	
<p>On June 2nd 2014 my passport was stolen along with my laptop bag. This was reported to the Miami police, and I was issued an emergency passport by the Norwegian consulate in Miami. This emergency passport was used for my return trip to Norway. Upon return to Norway I then got a new passport. On subsequent visits to the US (Dec 14, 2014, Mar 4, 2015 and Jul 6 2015) I have always been referred to secondary screening, apparently due to the stolen passport. Is there any way this can be avoided in the future? Kind Regards (b)(6) Each time I enter the United States (via Honolulu, HI), I am detained for additional questioning. This has been going on for several years now. On my last visit (4/15/2014), my electronic devices (laptop, hard drives, memory cards) were seized for "further examination of prohibited electronic media". Items were returned two weeks later with nothing found.</p>	<p>Closed</p>	<p>7/11/2015 4:11 PM</p>	
		<p>Closed</p>	<p>7/11/2015 10:49 PM</p>

(b)(6)

There are two incidents relevant to this complaint. The first incident was on February 6, 2015 at Tampa International Airport, Florida. Erroneous and harmful data that is persistent in the Homeland Security (CBP) database caused seizure of all of my electronic (computer, phones, SIM cards, USB drives, cameras, etc.). Further, CBP officers harassed me with unnecessary, intrusive interrogation. On my own, on March 16, 2015, I filed a civil action in U.S. District Court contesting the seizure, and my property was returned to me (by Homeland Security Investigation) within 5 hours of filing the complaint in court. The second incident was on July 8, 2015 at JFK Airport, New York. I was detained for 2 hours by CBP for an unnecessary and intrusive interrogation. My property was not seized. Further, on every flight to the U.S. and within the U.S. I am selected for extended screening and the "SSSS" code appears on all of my boarding passes. First of all the information in the DHS databases are incorrect, and I am not a threat to state security or to air or ground transportation. There is data in those databases derived from kangaroo court cases in which I had no defense, and so a criminal conviction transpired. In any case, whether the initial charge was true or false, the data should not persist in the DHS databases to make me appear to be a perpetual, lifetime threat. On April 13, 2015, I sought the assistance of the Icelandic government in this matter of cyber-bullying and bullying by Homeland Security. After three months in Iceland after communicating with the DHS Office of Civil Rights and Civil Liberties, I felt that I could withdraw my asylum application in Iceland and return to the U.S. But, I am still having incidents with Homeland Security because of the persistence of erroneous data in the DHS databases. I would like this resolved, so that I may travel freely without fear of false prosecution and wrongful deprivation of liberty.

Prior to this date, I was denied entry, and my electronic device was taken for further lab work, and I was told to wait until my Phone was returned to me, and if I did not receive any paper with the Phone, which indicates I am banned from the US, I have the right to come back. Due to this I missed my flight to Kuwait from Detroit Airport as well. After ten days the Phone was returned to us, and I was able to cross once again to the United States, and I was held at the Windsor - Detroit Bridge for only half an hour. I crossed one additional time, with no problem, and everything was ok, until the mentioned date above, which we were crossing to the US, through windsor Detroit tunnel for shopping in Auburn Hill Great lakes Mall. we were held at the customs for more than 7 hours. around 7 PM, an officer came to me and said: you will follow my car in your car and we are going back to Canada, and I will hold your passports and phones until we get back to Canada. once we got back to Canada, and my family and I were handed over to the Canadian side, I asked the US custom officer: officer what is going on, and what is happening? he said: you have been banned from the United States, you and your family. He did not give me any official paper, and no documentation that indicates and certifies this information. I decided to cross over to the United States, as it was not a priority at the time, and I was busy with school work and finishing my education. I would like to know, if there is any problem with my name and my family. My wifes name (b)(6) My children name: (b)(6)

I was selected for additional screening while leaving London via Istanbul on June 18th. On that same trip I was additionally selected for additional screening again when arriving in Philadelphia. I was also interviewed by CPB do both of these delays I nearly missed my flight. I left to visit Costa Rica, on June 23rd and was selected for additional screening as well as my wife this delayed us enough that we were not able to get breakfast. I was selected for additional screening in Portland, Oregon on July 19th this nearly caused me to miss my flight as they did not have an agent to screen me for 45 minutes and the entire screening process took over 90 minutes. My laptop was also almost confiscated because I could not get it turned on without plugging it in because of a failed battery. A supervisor got approval to let me turn it in. I mad my flight 2 minutes before they closed the door. My end destination from Portland was Amman, Jordan. On my 3 hour layover in Chicago I was then subjected to additional screening by TSA again. My first screening took 35 minutes and then they wanted to confiscate my laptop. I was forced to leave the screening area, purchase a bag and check it with my airline. I then had to go through the screening again. after screening I had to immediately head to my flight as it stopped boarding in 15 minutes. My total delay was 150 minutes due to the screening. I was also not able to eat again before a 12 hour flight. The contents of my bag were thoroughly disheveled after all of the screenings. My laptop was also damaged as a result of having to check it.

Every time I travel from IAH or into IAH, I get interrogated w/ numerous questions for about 2-4 hours. My laptop and phone are checked and scrutinized. I landed in IAH 7/22/15, making it the fifth time this has happened to me. When I ask the officer why this is happening, he/she says it is due to the system. In addition, my bags get checked through additional security before customs. I am really looking forward to having this issue resolved.

I work for Hella Electronics Corporation as a systems engineer, and during my business trip coming back from Guadalajara Mexico when I got out from the aircrat there was two signs, one said terminal and the other said customs, and since Detroit was my last destination and the door to the terminal was open I mistakenly got through the door thinking that I will get through the customs in Detroit and got to the terminal right away. Since then every time I enter the united stated I get extensive extra inspection

over the past year or 2 i have been selected for secondary screening by US immigration every time i return to the states and i have never gotten a response from any agent as to why this keep happening to me, Im usually stop and searched thourgly, and ask a series of questions pertaining to my business, reason for travel, how much money Im traveling with, the most recent incident i was told by a DHS agent that i could not leave the screening area until he calls Washington DC...so at this point Im pretty concerned as to why Im being treated as such...im always very cooperative with agents...on my most recent reentry my mobile devices where taken away and my password was requested, i did all i was asked but still i could not get a reason as to why these events keep occurring....please help...thank you

I traveled to Winnipeg, Manitoba, Canada by road on July 30, 2015 driving my own vehicle. I went to see family members that live in Manitoba. I am a lawful Permanent Resident. On my return on August 8, 2015, I was detained for more about two hours. My Cellphone was confiscated and went through by the CBP officers, my fingerprint was taken off all my ten fingers. My car was searched and scanned. Iam a licensed attorney in the state of Minnesota. My cellphone is also my work phone and contained attorney /client privileged information. None of the CBP Officer informed me of the reasons and basis for the intrusive search and coercive questionings. They made photocopies of my ID card , my Green card, my Nigerian passport .

On July 29 at around 1:30pm I was in line at Truck/H Street USA crossing. I was the first car for the 2 officers. They did not greet me, frowned sternly the entire time, and scolded me in a demeaning and condescending manner about not having my passport to the point I thought I was going to be detained. For some reason unknown to me they inspected the back of my car but did not ask me to open my tinted windows for the back seat nor ask about the large laptop bag on the seat next to me. From the lack of common courtesy and the condescending tone I felt like I committed a crime for not having my passport when I know it is not against the law.

I have written a book, which details the bullying described above. The Closed title is Christofs First Saga: Demonization of an Average Citizen and His Subsequent Exorcism of the United States Government through His Asylum in Iceland. A draft is downloadable from: http://tinyurl.com/747A330-SAGA01-PDF. Further, to counter the publicly available erroneous and harmful information distributed by the U.S. Government on the web, I have erected my own web site, http://christopherloski.com. Please view the home page as part of my application. I will attach a pdf as well to this application.

7/13/2015 6:04 PM

Closed

7/14/2015 3:32 PM

I travel to Iraq for stretches of 3-4 months at a time for work as a contractor with the U.S. state department. The company I work for that has the contract with the State Department is SOC. I have an active clearance with the U.S. State Department. I am also a Marine Corps veteran. These extra searches have almost caused me to miss flights and add an extra level of unnecessary stress while I am traveling to a dangerous, stressful place to work, for the U.S. government. I have explained the reason for my travel to CPB and TSA when questioned and I still continue to be screened every time I fly. The best way to contact me is via email at (b)(6) as my phone does not work in Iraq.I put my wifes phone number down. I am able to place calls if necessary.

Closed

7/21/2015 2:45 PM

During the trip from Guadalajara Mexico, I explained what happened to the officers in the airport, and I was released in less than 15 minutes after doing some checking. I am a US citizen, and I am being exposed to extensive extra inspection because of somebody else failing of having a sign saying Terminal and having a door open to the terminal. This happened in Houston Airport.

im a frequent flyer...mostly to canada antigua and guyana...my businesses requires me to do alot of flying...im part owner for Husseins caribbean imports(based in brooklyn ny) K&R imports(based in NC) ANR enterprise(based in antigua) and 1st & wolf marketing inc.(based in canada) all of these are still in the start up phase hence requires frequent back and forth between these places and the USA

Closed

7/31/2015 2:06 PM

I believe that the reasons for such intrusive search I was subjected to should have been provided to me as Lawful Permanent Resident of United States for 15 years, without criminal records or any significant reason for such treatment. 2hrs of just waiting for them to tell me why I was kept at the border for so long and why my fingers print and pictures needed to be taken. They never gave any reason for confiscating and going through my electronic device. I have passed through this border in the past. Lack of any form of information for the additional screening is worrisome and I do not want to experience that again without any basis as may be provided for under the immigration laws and rules of United States.

Closed

8/3/2015 5:01 PM

I have crossed the border into Canada about once a year to vacation in Whistler. Sometimes there are several questions and sometimes just a few, never have I had my vehicle inspected. About 99% of the time both Canadian and USA officers are professionally polite and I typically have my passport. I totally and innocently forgot it that day and was concerned about the directions to my business meeting early in the morning. Not an excuse but a fact. I do not carry it with me daily since most years I cross into CA just once to have vacation in Whistler, BC.

Closed

8/3/2015 5:41 PM

TSA000904

(b)(6)

On Sunday, August 2nd I attempted to travel to the United States for a business event and was denied entry. My business, CapBeast was selected by Ventureout NY as one of Canadas 10 most promising technology startups. I was traveling to attend a weeklong event with the aim of raising funds from American investors interested in my business. Their investment would contribute to hiring a team of US workers to expand my business in the United States. Proper documentation as well as contact information was submitted to customs officials upon request. I spoke with officers [REDACTED] and [REDACTED] as well as supervisor [REDACTED] and Im thankful to share that they were all very kind, courteous and understanding. Please allow me to give some context by explaining my past business. Up until around 4 years ago I was a singer in a band called The Sound of Reason. I have performed in over 100 shows for tens of thousands of people worldwide. Our lyrics were designed to spread a message of peace and love, with such songs songs as "Share the world", "Mom song" and "Light the globe". Both my former partner, [REDACTED] and I are Muslim, and therefore our music caught on with that particular audience. Different Muslim charities/organizations would invite us to perform at their events. Before performing, we would verify that the charities we performed with met all of the standards for charity accountability of the BBB wise giving alliance, which is a national charity monitoring organization affiliated with the Better Business Bureau system. In attempt to expand my business I would network at these events to generate leads for other performances. Naturally, I would come across many individuals, strangers (completely unknown to me), only knowing that they may want to book us for another show. I would introduce myself and inquire about other events that my band could be a part of. Despite keeping their contact information, I had such little contact with these individuals that most remained strangers. If you were to tell me the name or show me a picture of most of them, I would be hard pressed to recall ever having seen or met them. Given this background information, please let me address the issues raised on August 2nd that prevented me from entering the United States. Issue A, I had a contact on my phone that was of interest. When officer [REDACTED] showed me his picture I didnt recognize him. The nature of booking shows in the music industry requires that I speak many individuals, before learning about their background. Often, I would be given contact information for the shows booking agents and keep this information on my phone. This is still common practice with my e-commerce business: I research pertinent contacts and add their details to my phone for future reference. I have performed in over 100 shows and networked with countless people, most of whom I wouldnt recognize if I saw them today. Having notable Muslim contacts on my phone and laptop is because I was being contacted by and was contacting Muslim organizations in hopes of booking shows. I did not know these people personally. Issue B, I had a spreadsheet of show organizers on my computer. I have worked in sales for many years. Seeing an opportunity within the Muslim niche (especially with charity organizations), I would generate lead sheets of various events being held by Muslim charities. These organizations usually held events that featured performers like my band. I would try to identify the different organizations in each country, and then I would get the contact information of those in charge of booking these shows. In sales, this is called "chasing leads". I didnt know these leads/individuals personally, nor did I know their background. Sometimes, I would not even reach these people or get a call back. Issue C, having met

To whom it may concern, my name is [REDACTED] and I have been a proud, law abiding Canadian citizen all of my life. I am the co-founder and COO of CapBeast, which was selected by Ventureout NY as one of Canadas 10 most promising technology startups. It is an honor to be selected for the opportunity to attend a weeklong networking event with the aim of raising funds from American investors interested in my business. Their investment would contribute to hiring a team of US workers to expand my business in the United States. A very sizeable investment is at stake that would benefit not only my business but would help to contribute to American employment as well. I am a proud Canadian, I believe in community and working together. Until last year I was elected president of the New Democratic Party of Canada in Pierrefonds/D.D.O. I have organized events for NDP leader Thomas Mulcair (running for Prime Minister of Canada) and I continue to work with our local member of Parliament (equivalent to congresswoman in the US). I ask that you have me for an interview. I would like to clear my name at your earliest convenience so that I can continue my business in the U.S. I will be happy to answer any questions that you may have in further detail. I am open to background check, history, whatever you need. There are reputable individuals who will vouch for me, including Canadian member of Parliament [REDACTED] (b)(6)

Closed 8/5/2015 10:49 AM

[REDACTED] This is someone who was a volunteer for a concert that I participated in 8 years ago, in 2007. He tried to contact me a few times after the event. I was polite in the beginning, but found him a bit "off" and avoided all subsequent contact with him. Without meaning to sound arrogant, my band had many fans. As a result, I have taken pictures and shaken hands with thousands of people. I do not know the vast majority of them. Because I met someone at a show, it doesnt mean that I am their friend or that I associate with them. Also, please note that any information concerning my contact with [REDACTED] was given to U.S. customs voluntarily without their asking, after I had been let go to catch my flight. I have nothing to do with this individual.

I have been repeatedly stopped for secondary inspection when going through US customs and border protection. I passed the the deferred inspection at US department of homeland security in Los Angels with my US tax returns for the past several years presented. It was Officer [REDACTED] Tel. [REDACTED] who assured me that I will not for me to be able to complete my inspection. I work for a medical device company manufacturing & marketing coronary artery stents. Every time I am stopped for secondary inspection it takes 3 - 4 hours. Closed 8/5/2015 3:51 PM

B/6/2015 7:12 PM

On August 4th, 2015 I was on my motorcycle attempting to cross into the USA at the Oroville, WA border crossing. The female Border Patrol officer asked me if I had ever used Marijuana in my life to which I replied yes. She then wrote on a form and gave it to me and asked to park the motorcycle to the side and to go into the building and give another officer the form, to which I did. I was asked by the male officer if I had any illegal drugs, firearms or weapons food or cash over \$5000 with me. I replied no. I waited 15-30 minutes for the female officer who then informed me she had searched my motorcycle and bags. She had found nothing. She then asked me to follow her to another room and emptied my pockets out into a basket and asked me to prove to her that my pockets were empty, she asked to see my ankles. She then gave me a long questionnaire and declaration card to fill out as she took my possessions in the basket with her out of my eyesight. She returned 15-30 minutes later and asked me to follow her to another room which had cameras, a fingerprint machine, a height backdrop chart and a desk with a computer. She then asked me several questions most of which I had already answered on the questionnaire. She was typing my responses to the questions on the computer. This questionnaire took approximately 30-45 minutes. I did nothing illegal, I had no illegal intentions and I have no criminal past. I admitted to taking drugs a few times in my 34 year life span. I was then taken back to the previous room and had to wait. When she returned she asked me to follow her again to the room where she previously questioned me. She then took my fingerprints, took a video of me and took photos of me standing in front of the height chart. She then told me to follow her to another room where she informed me that I would not be permitted to enter the USA at this time or ever again without first applying for a waiver. Her reasons were because I admitted to using drugs in my past. I was given my pocket possessions back and asked to pack up my motorcycle and go back to the Canada.

I want to say that I am a good person. I do not have a criminal record, I live by the rules, I pay my taxes, I lead a positive and healthy lifestyle, I work hard and I try to be a positive role model for others. I have never had any drug charges, I do not have any outstanding fines. I enjoy travelling the world, meeting new people and seeing new things. I am an honest man and believe honesty is the best policy. When asked by the border patrol I admitted to having done drugs a few times in my past 34 years. I have made those mistakes, I have never purchased drugs and only have taken them a few times when peer pressured. I have no intention of ever doing drugs again. I feel being punished by my past personal mistakes by being denied access to visiting the USA and every other country via the USA, extreme. I have no intention of doing anything illegal while travelling the USA. Please do not take away my privilege and joy of visiting your awesome country. Missing my week long motorcycle trip through the USA this past week is punishment enough for my previous personal mistakes. Please wipe my slate clean. I thank you for your consideration.

Closed

B/6/2015 7:12 PM

On my last 2 flights, I was unable to obtain a mobile boarding pass, or be issued a boarding pass online and was forced to check in at the airline counter. In each case, I was also subjected to secondary TSA searches and full searches of all of my bags and electronics. I was later then detained from boarding on both occassions by the airlines. Recently, I have also been detained by CBP upon re-entry into the country. In every case this has all caused significant delays and put me in jeopardy of missing flights.

Closed

B/7/2015 3:04 AM

TSA000905

<p>(b)(6)</p>	<p>I attempted to enter the U.S on a category B2 visa for the purposes of travel within the U.S. I had in my possession two letters from employers verifying that I had work in my home country, a Point of Entry Letter for a Canadian visa that I must activate before May 2016, and bank statements showing I had \$6,200 dollars in my possession. From the outset my explanations were not listened to, I explained that I had not booked a return flight as I was unsure as to whether I would proceed to Canada or return to my home country to continue working before the May 2016 deadline. The border officers wished to know why I had recently been in the U.S. as I had very recently travelled on an ESTA, I explained that I wished to continue travelling in the U.S and sought more time to do so. The reason I did not travel on the B2 initially was that I was awaiting acceptance/rejection from a college course I had interviewed for, as my time was running out to go to the U.S. I opted to travel on the ESTA and heard of my course rejection after my arrival (I presented this rejection letter to the officers), as I had already allocated this time period for either travel or study I decided to inform my places of work that I was going to continue travelling and applied for the B2 visa with the aim of travelling west once I had returned home from the east coast and obtained the visa. I was held for questioning for 12 hours and while I was offered food, there were no options for me as I do not eat meat and there were no alternatives. I was asked a series of questions including was I unemployed, my reply that I was not unemployed was not accepted and my statement was rendered as "Yes", I was asked why I had a resume on my laptop listing my U.S address, my response was that I was looking for work in Canada and listed my most recent correspondence address, I also stated that I sent a single email to Columbia University with regard to doing something voluntary, something I immediately desisted upon realizing that this isn't permitted under ESTA. I was asked why I had no further hotel/travel bookings made and I truthfully answered that, having travelled before, I wished to plan as I went e.g. not commit to spending an overly long time in one place if it was not to my liking or stay longer if the opposite turned out to be true. I had a hostel booked for my first two nights in Washington, the officers claimed this was suspicious as it was for a short time, I explained that a friend was meeting me for the weekend and thus if I decided to stay for longer I would book myself a shared dorm as I would have no need to pay for private twin room. I was informed "You have no money" despite having presented my bank statements and affirmed that my parents had agreed to supplement my travels and could attest to that if required. I also explained I could book a return ticket promptly if that was of issue as I had every intention of departing the U.S.. I was told I had two options; to withdraw my visa application or face a five year ban. Despite my repeatedly asking why anyone would choose a five year ban, surely there must be some chance of acceptance that incurs the risk of a ban, I was given no more information and given three minutes to decide what to do. I then had to sign a sworn statement which had to be reprinted as it misquoted my statements, I had to re-sign these and then re-sign again once another officer took over the shift as the second set were also done inaccurately. It was approximately 21.30 when I signed and 00.30 when my fingerprints and photo was taken. This was after 10 hours of waiting and interrogation and I had not at this stage been offered to make a phone call to any family members or friends waiting for me. I had given the officer two phone numbers to call two friends who were expecting me in Washington at approximately 20.00 and these phone calls were not made until 00.00. I was allowed speak to one friend for ten seconds. I then asked could I phone my mother in Ireland and was told I could not. I was then told I would be taken to a holding cell but this was not carried out until after 2am, 12 hours after landing and 7am Irish time, I had been awake at this point for 26 hours. I was finally taken to the holding cell, made to remove all clothes apart from jeans, socks and a vest. I was locked in and slept until I was awoken at 11am to take my contraceptive pill (I had informed I needed to take it at 10am). I repeatedly asked when my flight home was to which I was given no answer. The previous night's officer (Office [REDACTED]) me that I would be put on a flight the next morning, I was placed on a flight at 6.40pm after spending over 16 hours in a holding cell. I was threatened with being handcuffed as I repeatedly asked what time it was and became irate when told how long I had to remain in the cell. I asked for food and was fed two packets of animal crackers as there were no vegetarian meals available.</p>	<p>When my personal items were gone through I was asked if I had a boyfriend in the U.S or Ireland, I responded that I had an "on/off" relationship in Ireland. The officer found my contraceptive pills and condoms and claimed this was evidence that I was meeting a partner in the U.S., something I rebuffed. I believe this was unfairly targeted towards myself as a woman as I don't believe a man would be questioned over the use of contraceptives. This same officer found my personal diary and read extremely personal excerpts aloud detailing issues of mental health and self worth in a crowded area of customs with the pure intent of humiliating me. He confiscated my phone and pointed to photos friends had sent me of jobs they had applied for as evidence that I was seeking work, when I pointed out that neither my name or career background was listed in these emails I was told to "stop playing" and that "it's always a friend, don't you have your own life?" My phone froze while being questioned by another officer so on his command I removed the sim card to put it back in again and was then told to place the sim card on the desk and sit down. Upon receiving my phone 24 hours later my sim card was missing and I was told by another customs officer that there was nothing they could do as I had signed my items in at the holding cell despite not having been allowed touch my phone in the interim. I repeatedly asked could I call someone to vouch for me, could I have an attorney present, could I do anything to help my case to which I was told to "be quiet" and that the officers "didn't have all night". I was given no information, fed improperly, had my items and writings invaded, not allowed contact very worried friends and family members and continuously treated like a criminal. Officers also carried on a conversation in front of me about a previous officer and how forceful and inhuman his methods were, the name of whom I can provide.</p>	<p>Closed 8/9/2015 3:45 PM</p>
<p>June 2013 August 2013 June 2015</p>	<p></p>	<p>My husband was working in Yemen from 2007 to 2014. From 2007-2011 he was teaching English at a private Yemeni school and in 2011-2014 he was teaching English at QSI international school. In 2014, we transferred to QSI school in Astana, Kazakhstan. From the time we moved to Yemen, we have been always asked to do special screening (removing everything from our carry-ons, turning on electrical devices, and pat downs). We would like to get off this list. We have seven children and all the special screening makes travelling especially difficult.</p>	<p>Closed 8/13/2015 3:03 PM</p>
<p>June 2009 August 2009 May 2011 August 2011 June 2013 August 2013 June 2015</p>	<p></p>	<p>I was working in Yemen from 2007 to 2014. From 2007-2011 I was teaching English at a private Yemeni school and in 2011-2014 I was teaching English at Quality Schools International (QSI). In 2014, I transferred to the QSI school in Astana, Kazakhstan. From the time I moved to Yemen, I have been always asked to do special screening (removing everything from our carry-ons, turning on electrical devices, and pat downs). I would like to get off this list. I have seven children and all the special screening makes travelling especially difficult.</p>	<p>Closed 8/13/2015 3:20 PM</p>
<p>Our flight was from Dublin to JFK. American Airlines 291. Our luggage got booked from Islamabad all the way to JFK. The flight from Dublin was supposed to leave at 8:55am Ireland time. We arrived at 5:00am and were the first ones there because of the expected delays. Before the counter opened at 5:45am, I tried to scan my passports and use the kiosk there but was denied boarding passes. When the counters opened, the airline agent tried but was unable to print them for me. The supervisor had to call SCC (Security Clearance Center) at 6:00am to get us "cleared". She was put on extended holds and had to call it and the SCC manager again at 6:25am because she wasn't getting anywhere. At 6:40am they were finally able to print the passes with SSSS for me. We were given the extra pat down and swabbing of persons and belongings because of that by Ireland counterpart of TSA. When we approached the pre-clearance, we met officer [REDACTED] at primary. This was at 7:20am. He inquired about the purpose of our trip, the countries that we were in, what I did for living etc. He showed us pictures of our 9 checked in luggage on a conveyor belt that was checked in Islamabad and confirmed that they were ours. At 7:25am, he cleared the kids but told me that I needed to be processed in the secondary after there was some indication on his monitor. In secondary, an officer [REDACTED] took our case. He made complete photocopies of my passport and towards the end my kids passports as well. After a little while, the officer asked all of us to another searching area with an X-ray machine. We found that they had already disembarked all 9 of our bags from the airplane and x-rayed them. They asked and I gave all the keys to them. They opened 2-3 of them and inquired about the content including magnetic tiles of my son and some bangles and asked if we were carrying any electronics. We weren't. He started asking questions about where I lived and what I did for a living. I answered appropriately. He was very interested in where I was in the last 2 years. He started inquiring if I was a housewife. I told them that I was and that I also help my husband with his online business. He started asking about the business and what we teach, when I basically asked why he was interviewing us? He answered honestly that he has been told that he needs to ask us these questions because of our travel pattern. I basically told them that we have identified ourselves as US citizens, they have searched our belongings and I have nothing more to add to that. We were sent back to the original seating area. Officer [REDACTED] came to me again with a paper that had a cell phone and an email address written on it and asked if I recognized them. I had not provided CBP with both. I am assuming they had it from before. I said that I am not going to confirm and verify them. He said so yes? I said I will not verify. He left. It was almost 8:25am by now. An airline representative came and asked if we would be allowed to fly. Another agent said that it will take a little more time. By 8:30am we were almost sure that we were missing this flight as well. At that time, Office [REDACTED] handed over our passports, our boarding passes and let us go. We had to run towards the plane and were happy to learn that they had held it for us because of the hour delay in issuing us boarding passes. We were the last ones to board.</p>	<p>I am intimidated and harassed EVERY SINGLE time that I travel. I am a US citizen and should NOT be treated this way. Please respect my civil rights.</p>	<p>Closed 8/20/2015 1:28 PM</p>	

TSA000906

(b)(6)

Our flight was from Dublin to JFK. American Airlines 291. Our luggage got booked from Islamabad all the way to JFK. The flight from Dublin was supposed to leave at 8:55am Ireland time. We arrived at 5:00am and were the first ones there because of the expected delays. Before the counter opened at 5:45am, I tried to scan my passports and use the kiosk there but was denied boarding passes. When the counters opened, the airline agent tried but was unable to print them for me and my wife. The supervisor had to call SCC (Security Clearance Center) at 6:00am to get us "cleared". She was put on extended holds and had to call it and the SCC manager again at 6:25am because she wasn't getting anywhere. At 6:40am they were finally able to print the passes with SSSS for me and my wife. We were given the extra pat down and swabbing of persons and belongings because of that by Ireland counterpart of TSA. When we approached the pre-clearance, we met officer [REDACTED] at primary. This was at 7:20am. He inquired about the purpose of our trip, the countries that we were in, what I did for living etc. He showed us pictures of our 9 checked in luggage on a conveyor belt that was checked in Islamabad and confirmed that they were ours. At 7:25am, he cleared the kids but told me that my wife and I needed to be processed in the secondary after there was some indication on his monitor. In secondary, an officer [REDACTED] took our case. He made complete photocopies of my passport as well as my wife's and towards the end my kids passports as well. After a little while, the officer asked all of us to another searching area with an X-ray machine. We found that they had already disembarked all 9 of our bags from the airplane and x-rayed them. They asked and I gave all the keys to them. They opened 2-3 of them and inquired about the content including magnetic tiles of my son and some bangles and asked if we were carrying any electronics. We weren't. He started asking questions about where I lived and what I did for a living. I answered appropriately. He was very interested in where I was in the last 2 years. He started inquiring about my wife if she was a housewife. I told them that she was and that she also helped me with my online business. He started asking about the business and what we teach, when I basically asked why he was interviewing us? He answered honestly that he needs to ask us these questions because of our travel pattern. I basically told them that we have identified ourselves as US citizens, they have searched our belongings and I have nothing more to add to that. We were sent back to the original seating area. Office [REDACTED] came to me again with a paper that had a cell phone and an email address written on it and asked if I recognized them. I had not provided CBP with both; I am assuming they had it from before. I said that I am not going to confirm and verify them. He said so yes? I said I will not verify. He left. It was almost 8:25am by now. An airline representative came and asked if would be allowed to fly. Another agent said that it will take a little more time. By 8:30am we were almost sure that we were missing this flight as well. At that time, Office [REDACTED] handed over our passports, our boarding passes and let us go. We had to run towards the plane and were happy to learn that they had held it for us because of the hour delay in issuing us boarding passes. We were the last ones to board.

I am harassed and intimidated at ports EVERY single time that I travel. It is more than a mere inconvenience to me. I feel I am being treated as a second grade citizen. These violations of my civil rights must stop.

Closed

8/21/2015 2:11 PM

I, [REDACTED] passport [REDACTED] arrived in LAX, Los Angeles, on August 16, 2015, travelling Asiana Air, flight OZ201, at 10:30 am. I was selected for secondary screening. I highly object to U.S. Customs agent [REDACTED] offensive, aggressive tone, practice, and extreme interrogations. I am a law abiding citizen of the United States. I have served 18 years as an engineer, 10 years as a high school teacher, and have never been accused of suspicious or unpatriotic behavior. I informed [REDACTED] that I had not slept in two days getting home, that I was completely exhausted, and my family was waiting for me in the lobby. [REDACTED] replied, "I could care less about how you feel or your pickup arrangements!" [REDACTED] immediately set the tone by talking to me in an abusive, and disrespectful manner. [REDACTED] asked me some preliminary questions. I told [REDACTED] that I am a high school teacher, I travel during my school breaks, that I had traveled to the Philippines, and that I have a girlfriend who lives in Manila. [REDACTED] was not satisfied with my answer. He wanted me to give account in detail for every day that I was there, I didn't know how to answer him, or what he wanted me to say. Whatever I said, he responded as if I were lying. [REDACTED] pulled a small paper tablet out of my backpack. I use it to take notes, numbers, addresses, and directions while traveling. He began to ask me questions about every entry in the tablet. He asked, "Who is this person? Where did you meet him/her? How long have you known him/her? How many times did you see him/her? Are you going to see him/her again? Where is he/she right now? What are these directions for? Where were you going? Why did you go there?" I would answer the questions and he would ask me the same question again and again. On numerous occasions I said, "This is the fifth time I have answered the question, I will not answer it again." When I didn't give a satisfactory answer, he barked at me in a more disrespectful and abusive manner. Next he opened every single paper in my bag and read it. Then he asked me questions about every receipt, every name, number, and business card, everything. [REDACTED] sat on a stool and spent 7 or 8 minutes reading from start to finish a poem and a song that I wrote for my girlfriend. Is this standard procedure? Why would he read a poem and a song I wrote? I carry a copy of my passport, a list of contacts, and a business card in a small plastic zip lock bag when I travel. If I am rendered unconscious, or killed, the authorities will find vital information on my person. I have two sets; I keep one in my pocket, and one in my backpack. [REDACTED] opened the plastic bags, unfolded the copy of my passport, and then the contact list. For some strange reason he believed my contact list, of all California numbers, to be some diabolical list. He kept asking me who these people were. I kept telling him that they were my emergency contacts, but after being asked six times, I said that I would not answer the question again. If [REDACTED] had spent 10 seconds looking at it, he could have easily detected for himself what it was. After about 95 minutes of tearing my things apart and interrogating me with mostly the same questions, I said, "This is harassment! You are simply harassing me!" [REDACTED] a U.S. Customs officer stared hard at me and replied, "So you want to do something about it? You can find me at the LA Fitness Gym in Norwalk!" He then stood glaring at me, as if to challenge me right there and then. I left shaking, and have not slept more than three hours a night since. Is this how a person representing the United States is supposed to act? Is this how a Customs officer is supposed to treat a common U.S. Citizen? Is inviting a citizen to his gym to fight appropriate? After [REDACTED] inspected my backpack, interrogated me, and patted me down, he unfolded the two emergency contact lists and walked over to what I presume was a supervisor, and he then returned with a smile, scanned my passport and began typing something in my electronic file. [REDACTED] did not take the folded copy of my passports, or the plastic zip lock bag to show the supervisor the totality of circumstances, he took just the emergency contact lists. I am very worried about what he typed or did to my passport and travel privileges. Will [REDACTED] be allowed to treat other citizens as he did me? and challenge them to fist fights at his gym? Why was I treated like a drug smuggler, a criminal, a terrorist? no reasonable suspicion What did [REDACTED] type into my electronic passport portal? Was I put on some kind of watch list? Will I have problems or be subjected to second searches in the future? Why was I selected for secondary screening 2 of the last 3 times that I traveled abroad?

I have not met with an attorney yet, but the treatment that I was subjected to seems a violation of my Equal Protection, Due Process, 1st and 4th Amendment rights.

Closed

8/21/2015 10:50 PM

TSA000907

<p>(b)(6)</p>	<p>I was delayed for a secondary screening for the past two years every time I enter U.S. The most recent delay happened on August 10th, 2015 at San Jose Airport for more than 2 hours.</p>	<p>Dear DHS Officers, I was delayed for a secondary screening for the past two years every time I enter U.S. The most recent delay happened on August 10th, 2015 at San Jose Airport for more than 2 hours. The reason for the delay is I have an arrest record. I was arrested on the 12th day of April 2012 by Gainesville Police Department. That was the time I was studying as a graduate student in University of Florida. It was caused by misunderstanding from the police officer. So I was released without adjudicated guilty of any charges from the arrest. And the case record was expunged. This previous incident has caused a great trouble for me every time I re-enter U.S. Im currently working for Apple with an H1b VISA. My job title is Lead Automation Engineer. Im responsible for helping Apple to manufacture the best product in the world. And previously I worked for Kawasaki Robotics in Michigan. For my three years working at U.S., I have been responsible for multiple important tasks. And I have contributed 8 commercialized patents to U.S. within these years. The resulted economic gain from my activities are millions for the automotive and consumers electronics industry. Since Im currently responsible for many important functions for Apple in both U.S. and China, I need to travel internationally a lot. The frequency might be more than 2 time each month. In order to expedite the entry process, I want to request DHS officers to review my case and also attached court record documents to grant me approval for entry without secondary screening. Thank you so much!</p>	<p>Closed 8/22/2015 8:07 AM</p>
		<p>(b)(6) Apple Inc: 1 Infinite Loop, Mail Stop 122-2TE Cupertino, CA 95014 (b)(6)</p>	
<p>During my last trip from Denver to Los Angeles I had to undergo additional screening. I was not able to print my boarding pass from home or on my mobile device. I finally got it at the airport and at the time of entering security my boarding pass and my passport were taken and I was asked to undergo special screening. I almost missed my flight and got handed a sheet which explained that I - respectively my name - ended up on a government watch list. I almost missed my flight that day. Im a frequent traveler and have a legit E2 visa for the US.</p>		<p>During my last trip from Denver to Los Angeles I had to undergo additional screening. I was not able to print my boarding pass from home or on my mobile device. I finally got it at the airport and at the time of entering security my boarding pass and my passport were taken and I was asked to undergo special screening. I almost missed my flight and got handed a sheet which explained that I - respectively my name - ended up on a government watch list. I almost missed my flight that day. Im a frequent traveler and have a legit E2 visa for the US.</p>	<p>Closed 8/24/2015 12:33 PM</p>
<p>My family and I tried to take our first full family vacation to Arizona in our leased home we plan to purchase (b)(6) from Calgary alberta on July 28th 2015 at the sweet grass port of entry. Myself, two kids ages 1 and 2 and childrens father had intended to stay for approx 6 months, had over \$40 000 in savings for the trip and work documents showing proof of the operations of our construction company in Canada. My partners brothers, mother and sister also accompanied us for a 2 week vacation and thereafter returning for work and school in Calgary. We had brought our dogs (due to length of stay) and a 5x8 trailer with electronics and summer rims, other misc things to live for 6 months. I have a home I own, and we rent another home, my ID and my current residence was that of a home a rent out, the guard was not interested in ALL my other documents showing we have a second residence, w bank and bills all to prove that address as current and true. I felt totally violated that she went through all of our stuff, took everything she felt was negative in our case and left everything to prove my case for residency and ties to Canada out of the equation. I have lived in Canada my entire life and only been to the US for periods of time no longer then a week at a time. My goal is to keep my established business in Canada and be able to travel within the US as per our regulations of 4-6 months at a time without an immigration visa as I do not plan to immigrate here illegally. I strickly would like to come to visit, run our business with our employees in Canada while we are in the US just as we do when in Canada, through many sources I have looked at as a Canadian I do not require to have a visa for the purpose of travel. We do not earn and income here, nor do we have to to survive. After sitting in the lobby, and my partner and brothers being in a holding cell for 8 hours we were release and denied entry, our belongings were all searched and packed incorrectly, damaged and left no room for our stuff, leaving no room for our dogs to go in their kennels and demanding we leave without rearranging to accommodate room for our items and dogs. After being turned away we went back to our house and made plans to fly out, hopefully being faced with enough evidence to not have issues but yet again I was stopped, asked to produce information, which I gladly did, once again the officer took ONLY what he felt would better his case and worsen mine. This time I wasnt going to let this happen, it was me &amp; my 2 infants their grandma and auntie, they told me grandma, auntie and the kids could go but not me. Feeling totally hopeless and embarrassed infront of others and my family, as I broke into tears I was demanded to hand over my phone and to take a seat where all 5 of us sat for 4 hours, missed our flight and totally left again with no explanation. I finally stepped up, asked for a manager/supervision and told I will come out when ready, I had nothing to loose so we waited, waited and waited some more. After 3 hours of patiently waiting, without a peep, I got up again to ask for a supervisor, and within 5 mins he came out - which made me believe the first attempt I made to speak with one was bluntly ignored. He asked me questions, I was able to answer, he asked the officer why he didnt see that information in the submission of my denial and the officer had not ONE word to say. He finally granted me access to the US and we were sent home to catch flights the following day. I was issued a b2 visa granting access until Oct 15th as that is when I have to come back to canada to meet with my family doctor, attend a court hearing for a traffic ticket, and collect and file information to our accountant. I plan to come back to the US to extend our stay as planned until February and I feel like they are going to again give me issues. I feel this assessment of myself and family is completely unfair, and I have more then enough to prove we earn money without physically being in Canada. I love the US as a vacation destination, and as our kids arent in school I hope we can live our wishes in owning here and coming to and from without going through this process everytime. None of us have a criminal record or any other reason for denial.</p>		<p>This entire process made me feel guilty of something, something I know I have not done wrong. That feeling without actually being able to prove myself and treated like a prisoner for absolutely no reason has me worried, worried that for no apparent reason whatsoever I cannot own and vacation in the US like so many from Canada do. I realize we are younger then the traditional retirement crews that migrate here but we have worked so hard to establish a company with crews that are able to quote, and undertake jobs, continuously and with us returning when necessary is not a problem, its a flight away. Its the worry that we wont be allowed back, that we will buy this vacation home here and not be able to enjoy it. All this hard work and dreams we had will be taken away bc of a hunch and no proof. I want my case to be looked at by someone that can give us justice and remove my name from the red flag at sweetgrass.</p>	<p>Closed 9/2/2015 4:58 PM</p>
<p>Despite having TSA Pre I have been unable to print my boarding pass from home and have had the SSSS designation three consecutive times between 8/27 and 9/8. I have had to undergo pat downs and disruptive bag searches each time and have almost missed my flight on two of those occasions. TSA personnel were courteous in Orlando (9/8, flying on AA 1212) and LGA (9/3, flying on Delta 2077) but I did not have the best experience in PHL on 8/27 (flying on US Airways 1794). Officers were at times rude and unwilling to address a few simple questions I had regarding the process. They also did not inform me that all my electronics would be turned on before starting the process resulting in me having to undergo the whole pat down and bag search before having to leave the security area, recharge my iPad and return and repeat the process.</p>	<p>Despite having TSA Pre I have been unable to print my boarding pass from home and have had the SSSS designation three consecutive times between 8/27 and 9/8. I have had to undergo pat downs and disruptive bag searches each time and have almost missed my flight on two of those occasions. TSA personnel were courteous in Orlando (9/8, flying on AA 1212) and LGA (9/3, flying on Delta 2077) but I did not have the best experience in PHL on 8/27 (flying on US Airways 1794). Officers were at times rude and unwilling to address a few simple questions I had regarding the process. They also did not inform me that all my electronics would be turned on before starting the process resulting in me having to undergo the whole pat down and bag search before having to leave the security area, recharge my iPad and return and repeat the process.</p>	<p>I am a frequent traveler for work, and have an upcoming engagement in Dallas that will require flights to and from DFW every week.</p>	<p>Closed 9/8/2015 8:48 PM</p>
	<p>Laptop and hard drives were seized on 12/8/14 before boarding a flight to Japan from honolulu. seized property have not been return for 9 months.</p>		<p>Closed 9/9/2015 7:53 PM</p>

TSA000908

(b)(6)

My name is [REDACTED] (b)(6) Permanent Resident of Canada, ID No. [REDACTED] and Colombian citizen ID No.C.C. [REDACTED] D.O.B. [REDACTED] N/A  
(b)(6) I would like to know if I would be eligible to apply for a visa to enter the United States of America. I would like to point out that my father [REDACTED] my mother [REDACTED] my sister [REDACTED] and my daughter [REDACTED] are American Citizens. I entered the United States of America on March 6, 2008, as a visitor, visa B1 B2. I was fearing for my life and fled Colombia. On September 26, 2008, I applied for asylum. I was represented by Attorney [REDACTED] On December 16, 2008 I had a meeting with the judge and I was referred to Intensive Supervision Appearance Program (ISAP), Electronic Monitoring System. On December 15, 2010 I had the hearing and my application for asylum was denied. I was told that I could either appeal the decision or voluntarily depart in the following 30 days. I decided with my family to depart. On January 12th, 2011, before departing we had our last appearance with ISAP with the purpose of letting them know that we were leaving the country to go to Canada and wanted to follow the appropriate procedure for the removal of our electronic monitoring devices and leaving the United States. Once they removed our monitoring devices, we were never given any paperwork to sign after that. Three (3) day before of the deadline, I departed from Miami and arrived Two (2) days later at VIVE LA CASA in Buffalo New York in order leave the United States of America and go to Canada. Unfortunately, Immigration Canada gave me the appointment Two (2) weeks later. On February 1, 2011, I left the United States of America with my family. On January 24, 2015 with my wife and 2 of my kids (my daughters) both minors, I went to the PEACE BRIDGE, NY, POE. We wanted to know how to close our case in the USA. I spoke to an officer of the primary line and told him that my intention was to request information about how to close my case not to enter the United States and to ask if we were eligible to apply for a visa. He started asking questions about why we were there and requesting that information, we told him that our lawyer had told us to do so. He misunderstood us and kept thinking that we were requesting a visa there, instead of the consulate and deemed it an illegal entrance attempt, even after we had made it extremely clear that we were not wanting to enter. He took our passports and asked us to wait. After some time, he came back and told us to leave all our belongings and to follow him. After that he was referred to a secondary line, to see the officer in charge who also interviewed me. (b)(6) (b)(6) CBP Enforcement officer File number: [REDACTED] sigma Event: (b)(6) Event Number: (b)(6)  
(b)(6) The treatment was abusive and coercive. My wife and I were interviewed separately by this officer. The treatment was extremely rude and we felt extremely scared. Some questions were asked repeatedly until I gave the answer they wanted to hear, answers that are NOT true due to fear and feeling like we were being pressured to do so. We were repeatedly called liars. The person signing as witness to this interview is (b)(6)-(b)(6) CBPO. The officer also said in the interview that ICE (U.S. Immigration and Customs Enforcement) said that she absconded which is not true, and I made sure I told him that I did not know why they were saying that. The officer threatened us by saying that they would take our children and they would make it so that they would be punished and be unable to enter the USA for 20 years. We felt bullied, threatened, and incredibly scared. It was a horrible experience. They could send me to federal jail and they would take away our children and no one in Canada would be able to claim them. I would like to know if I am eligible to apply for a visa to the United States of America.

Closed

9/11/2015 2:56 PM

I was driving from a trip into Canada back to my home in Kalispell. I pulled up to the Border crossing (Port of Entry - Porthill Idaho) on Saturday, 9/29/2015. As I recall, there was 3 lanes at the crossing. The far right was closed or blocked as I recall. The center lane had a semi truck parked in it. The inside lane, closest to the windows had oranges cones in it blocking traffic. It appeared to me that the lane was closed as I've seen the various parks, campgrounds, etc around with cones blocking the closed lanes. It appeared that the center lane was the only lane open so I parked behind the semi truck. After a few minutes a guard/officer came out and was yelling (loud, very offensive voice) something. He was shouting at me asking me what they had to do so I could understand which lane to go through. There was a small sign the pointed right for trucks and left for cars. Given that there was cones, a semi truck and other things distracting from the sign, it does not seem unusual that I would not see this little sign. Its not my job to determine what they should do to make it clear as to what lane to go through. I expect that I should be able to pass through the crossing and be assisted by professional, courteous agents and not be harassed by same. I did talk to another agent who was very professional and courteous. Also, the supervisor was very professional and helpful and I was appreciative of that but I still have an issue with the abusive agent. I am sure that you all have cameras as this is probably one of the most secure places in the US. Accordingly, you must have cameras and I expect that you can review the tapes.

I would expect that something be done about this and I would like to know that something is done pursuant to correction of a very serious manner. It is very serious, in my opinion, as the American public should not be abused, harassed, etc by the Port of Entry staff.

Closed

9/21/2015 3:18 PM

from jan 1996 to sept 2005, I lived in the us as a student in f1 status. I earned a bachelors degree and a masters degree. my last f1 visa was issued june 30, 2003 valid to june 29, 2005 (no. 60218015). it was cancelled without prejudice, when i decided to leave the us without using my opt work permit (because my wife was pregnant and she wanted to return to saudi arabia to have the baby). i was issued a b1/b2 visa in riyadh on february 20, 2006 valid for 2 years. in april 2007, i was traveling to the us for the annual offshore technology conference (otc) held in houston, tx. i was traveling with my colleague bader mohammad a. alabdulkarim. we were both members of a delegation organized by the us commercial office at the us consulate in saudi arabia. usually there are about 40-50 saudis at the annual otc. bader and i both encountered the same problem. we flew from saudi arabia to amsterdam, then to minneapolis, and we were supposed to fly to houston. at the airport in minneapolis, a dhs officer was waiting for us when we came off the plane, even before we went through immigration. this was during the time of special registration. they separated us and took us each for interrogation. the dhs officer asked for my computer and then accused me of having inappropriate videos (child porn movies) - which was absolutely not true! the same thing happened to my colleague. dhs refused to show me any evidence of such videos and, in fact, they never returned my computer. the dhs officer told me i have 2 options: (1) sign a statement saying my computer had the videos and return to saudi arabia immediately, or (2) enter the us and they would prosecute me. after 5 hours of interrogation, under pressure, being threatened with 2 years in prison, i finally said yes to the child porn accusation even though it was not true. given the anti-arab climate at that time (special registration and guantanamo bay detentions), i was genuinely frightened that they would lock me away for a crime i did not commit and i wouldn't see my wife or child for years. they never let me call my family or a lawyer. i could not talk to anyone or eat anything during that time. so they cancelled my visa right there at the airport in minneapolis, and i flew back to saudi arabia without participating in the otc. i signed the statement and the visa was cancelled on april 9, 2007 under ina section 212(a)(2)(a)(i) for "possible moral turpitude based on laptop contents." the exact same thing happened to my colleague. please believe me, i am a respectable business man with a wife and children. i never had any child porn videos on my computer! after the incident explained above, i applied for a new b1/b2 visa at the us consulate. in about 2011, my application was denied for the same reason - ina 212(a)(2)(a)(i). i realize that i signed a statement in 2007 saying that i had inappropriate videos on my computer, but i hope you will consider the circumstances and realize that i was forced to sign that statement under intense pressure and it was not true. the dhs officer never showed me any evidence of the videos he accused me of having. he never let me talk to a lawyer or to my family or to anyone. i was genuinely afraid i would be locked up for years with this alleged crime used as an excuse to justify my arrest. i believe this was a violation of my civil rights. please put yourself in my shoes, with a wife and child, during the time of special registration and guantanamo bay detentions, and please consider what would you do if you were a man coming from saudi arabia - even if you knew you were innocent? i was forced under threats by the dhs officer to sign that statement, but it was never true, since then i have traveled to the uk, spain, switzerland, france, germany, italy, australia, south korea, russia, seychelles, lebanon, qatar, uae, and bahraian - all without incident: mostly, i travel for business, and i have solid business relationships in many countries. it would be mutually beneficial for me to be able to attend the conference in houston, texas on an annual basis as i did before this incident.

Closed

9/21/2015 4:55 PM

TSA000909

(b)(6)

My Report on Delta Airline Plane I am writing concerning my recent trip to the United States of America, in which I met with some rather unfortunate circumstances. On Sunday June 8, 2014, I boarded a plane with Delta Airline from Lagos Nigeria to Houston. We took off around 11pm, while we were in air I asked one of the crew member if I could charge my phone battery and she directed me to use the charging outlet in the restroom. I plugged my phone battery in the hope to have enough charge to call my relative on arrival in America. Few minutes later, I was approached by two men who identified themselves as onboard security personnel. They asked why was I charging my phone at the restroom and why was a white tape around it? I told them I needed to charge my phone to be able to call my family on arrival and the white tape was to hold the battery firm to the charger since the clip was broken. I also mentioned that I had asked a flight attendant if I could charge my phone. Subsequently, I was asked a few questions about my travelling and both my passport and boarding pass were collected. I answered all their questions to the best of my ability. Thereafter, I was told for precautionary reasons the plane will have to divert to an airport in Dakar, Senegal. They wanted to be sure the charging device was not a source of any security and safety threat. On arrival in Dakar Senegal, I was led out of the Plane into the waiting hands of Dakar Policemen who ran all sort of test and examination on me to verify if I was in possession of an explosive or anything that was illegal but they found nothing implicating on me. Thereafter, I was informed I would not be able to continue with the Flight to Atlanta and will have to re-book my flight to the United States of America. I strongly agree that our national security is an important issue and it should never be compromised. However, upon due diligence and very strict security screening which I went through coupled with the testimonies of the security personnel that nothing implicating was found on me, I asked why I was left behind in Dakar. When I asked why, I was told this was in order to avoid any embarrassment and to assure the safety of passengers on flight. Delta airline official report testifies to this. I was immediately approached by a Delta representative and booked into a Hotel (King Fahd Hotel) by her, I was given access to call my family members already awaiting my arrival in America. It was re-scheduled for a flight to Nairobi, and from Nairobi to Lagos on Kenya Airline. I boarded the plane going to Nairobi on the night of Monday 9th June 2014; we stopped at an airport in Abidjan to drop off some passengers and also to pick up others to join us to Nairobi, which took several hours. On getting to Nairobi on Tuesday, I missed my flight to Lagos and was told there was no other flight to Lagos the same day and will have to spend the night in Nairobi. I was stranded. After explaining my ordeal to a Delta/KLM representative by my brother, they decided to reschedule me for a flight to Houston going through Amsterdam. On getting to Amsterdam, I was checked in at the immigration stand waiting to enter the plane; a lady approached me for the Department of States and cancelled my Visa. She asked me to return to Lagos and contact the embassy for further explanations. I am a Christian and a responsible child of a Senior Pastor in the Redeemed Christian Church of God in Nigeria. I have never and will never do anything to jeopardize the safety of fellow human beings like me.

Closed

9/24/2015 1:24 PM

I will arrive to the USA on the Tuesday 29th of September. I go there almost every year because my wife, who lives with me in Santiago, is from the USA, so we go for visiting her family. But the last two times that I went, the officers of Customs and Border Protection sent me to a room, where I had to wait almost 5 hours. While there I do not receive much information of why I do have to wait there. For my wife parents it is also frustrating since they do not receive any information at all, and I am not allowed to use any kind of electronic device, so I can not make phone calls, send sms or emails, to let them know that I will be delayed. After this two times of gathering information it seems that my problem is that another person who has the same name than me [REDACTED] (b)(6) has problems for entering in the USA so the officers has to be sure that I am another person. for this they have to wait for an answer from Washington which takes about 5 hours. I would like to ask you if is there something that I can do in advance in order to reduce that time. Best regards

The box for "Date of Entry into the U.S" does not allow me to put a future date 09/29/2015, it sends me an "Invalid Date" message, so I am trying with a past date just for sending this form

Closed

9/25/2015 1:03 PM

I have traveled for years all over the world. I have came in and out without incident until this summer. I am a traveling RN currently working in Texas. A friend that I met on assignment here in Odessa asked me down to his grandfathers ranch (which borders the Rio Grand) We were pulled over on the road by border patrol and detained for about an hour. Then later we were stopped and detained at the checkpoint outside El Paso. Stopped and detained at crossing in Presidio (went over to have leather work done on a saddle for friends grandfather) Stopped at crossing and detained twice in El Paso. This last weekend I was preparing to leave the cruise ship and 3 border patrol agents knocked on door and searched room and had my travel partner and I standing in the hallway with other passengers passing. They found nothing and asked us what we had bought in Mexico? I stated "t-shirts and a wall hanging and medication that I had gotten from a [REDACTED] (b)(6) while on an overnight in Puerto Vallarta. I started to get a migraine and he gave me a low dose of codiene 80 tablets. When leaving the ship when I swiped card to leave ship a loud alarm went off. They detained us until agents arrived with new friends we have made that week gawking at us. Once we collected our luggage we were escorted to a room and our luggage was searched. The medication I told them about earlier and had claimed on my slip was found and the officer said I could be arrested and charged a felony. I was surprised because I had been perscribed these medications by a MD and got them from a pharmacy. They seized the medication which is no big deal. I had taken 11 of 80 tablets and had 69 left. He told me this could be on my record and I may have trouble getting a job in the future. He told me I already had a record and this was just an addition so he really didn't see the big deal. I totally accept that I have a record of misdemeanors from my youth. I have been in zero trouble for almost 15 years. I have been sober for 10. I went to college and got my nursing degree and I am helping people today instead of drinking and partying. I am not sure how or if this will be an issue without being charged/convicted etc. I claimed them on my declare sheet and was not making an attempt to bring them in under the radar. I know that this is a controlled substance and did everything possible to be upfront about this. I would do nothing to jeopardize my career. I further would like to know what I did to earn this sudden interest by border patrol. Do I have an acquaintance that I am not aware of that is up to no good? Did I make a political statement on Facebook that raised alarm? I have thought this harrassment was over because I occasionally get TSA pre check. Well the officers ransacking my suite in front of fellow passengers proved otherwise. Please help me understand what has changed. Respectfully, (b)(6) my passport number is (b)(6)

I cruise about every 3-4 months. I have been on about 12 cruises without incidence. I am working in a border state and have crossed several times with my latino friends who are US citizens.

Closed

9/28/2015 1:56 AM

I am a dentist by professional with high credentials in education and enjoy a respectable life. I have no criminal history and have a family of two sons and one daughter living with my wife in Georgia. I am a US resident, a regular tax payer to US government and a frequent flyer to Pakistan to offer my professional services. Whenever I pass through the US custom and border protection at Abu Dhabi airport I always have this problems that I want to bring into your notice. Since the establishment of this facility there never has been a single time when I have not been stopped for the investigation. All the times same question are asked and the investigator treat me as if I am a criminal. I am searched disgracefully every times, my electronics and valet are taken from me and they make me to wait until the flight is gone. Once the flight is missed then they return me the passport and ask to get the next flight. It results in the disturbance of my whole schedule and I have to spend the whole night in a miserable condition at the airport because airline does not offer me any hotel. I have become familiar with the immigration faces and they also start recognizing me and I got so familiar of their question that on this visit I wrote all the questions that they ask and all the answers that I reply every time and handed over to the officer. I thought it will save a lot of time of investigation but it did not work. Officer started asking the same questions that have been answered on the paper. This time when I inquired the immigration officer that what makes you so suspicious about me every time you guys stop me and investigate me he replied it is probably your name.

It is my request to immigration department that please look into the matter and do something to facilitate the people like me. Do you want me to change my name just because of the immigration? That would probably make immigration more suspicious. The only solution left with me is to change the airline from Etihad to someone else. If I do simple math, in my recent five visits, immigration officer wasted at least two hours every time with me, means he or she wasted ten hours of the US government that he is paid from the tax payer money. It was all just the repetition that he is probably trained for. If a data base of the travelers is maintained and he has a quick access to it, he can save a lot of time of his duties and can avoid me from lot of troubles. Although I am sure that no action will be taken on my request and your staff in Abu Dhabi would keep on investigating disgracefully the innocent people like me again and again just to justify their job, but I have no choice other than to bring it into your notice.

Closed

10/2/2015 8:25 AM

I was escorted to secondary inspection, the officers were stern but friendly until they looked me up on their computer. They then became very rude and made me wait nearly an hour while they searched my vehicle - the entry was very quiet that day because it was around noon on a Tuesday, I believe the officer who went to search my vehicle went on a long break before hand making my wait an additional 20-30 minutes. Upon returning to my vehicle I found all of my belongings lying in a giant pile in my truck, bags were upside down and empty.

I've been pulled into secondary inspection my last three entries and treated like a criminal offender. I've committed no crimes, I've done absolutely nothing illegal, I've just been returning home from visiting my girlfriend who lives in B.C. Canada. I do not bring any items with me aside from my clothing or small personal belongings (laptop, ipad, etc.) Each visit the officers are extremely rude and act like I'm a wanted criminal from another Country.

Closed

10/4/2015 10:38 PM

TSA000910

<p>(b)(6)</p>	<p>2218328 - theyve damaged me my interests and professional continuity only by negligence, violation of privacy and false accusation. I need to clarify this situation ... I cant let them I punishing me for an offense that never I made, a crime that there was no evidence that I was going to make at any time. If one has no right to use the cellphone or other device in that place, then: Why the officer if he can read my private conversations? I can not refute the false charges that he wants to raise against me? I can not use those same tests that the agent uses to falsely to accuse me and tarnish my good name? I do not have the right either to defend myself? In that conversation via whassap with [REDACTED] we never says anything in particular, we were talking about work, but at no time that someone was offering me a job, much less that I was looking for; we talk about a way to collaborate as a consultant, which this form of work if is allowed in the visa B-1 / B-2 (it if was discussed in the talk), but I go back and repeat that never I have spoken of that I will work, nor that anyone were offering me work. Apparently by ignorance of the competent authority, they consider this comment as a fault, which it never was, since it is not a crime if I thought of something a time ago, this conversation was made a time ago, and I did not remember; for a non-immigrant professional in the US, it is no fault or crime to think in a role as advisor, many people while they traveling help companies improve their internal processes; I own a technology company and it is neither fault nor crime to think about making professional contacts while Im on vacation. I want you to tell me if I have fewer rights than one offender only because Im a border port... the law prohibits remove the cellphone an offender in an arrest, let alone read their conversations without a court order. I am software engineer, I neither have washed dishes nor have cleaned floors in my country... my work even in Haiti, Congo Republic or Luanda is extremely important and is worth more than border officer on USA, which they are only abusing the people, just because to they like it to plant hatred towards other cultures of the world, especially Latinos. also attached receipt of a reservation; you look no more all the money I lost just for the wickedness of some border agents. I am a Software Engineer with much prestige, my job is more important that the border agent, I prefer to be a software engineer in Guayaquil, Barranquilla, Cali, Santo Domingo or Jakarta, that a poor cop in the United States. note: I have attached all documents where I could prove who I am, and that was actually what I was going to get make in LA. Please, dont harm me more than they have done already, you can help me please !!!</p>	<p>Closed 10/5/2015 4:44 PM</p>	
	<p>I have been detained at the border entry to the United States on 3 successive occasions, 01/03/2015, 04/18/2015, and 08/01/2015. The incident on 01/03/2015 was at the Vancouver, B.C. airport US CBP entry into the United States. The incidents on 04/18/2015 and 08/01/2015 were both at the Blaine, Washington entry to the United States CBP. On each occasion my suitcases were checked, my digital camera was viewed, my laptop was examined, my cell phone was gone through, my carry on items were looked through, my pant pockets were emptied and examined, I was interviewed.</p>	<p>I have written letters to Washington state Senators Murray and Cantwell as well as Commissioner Kerlikowske. I travel to the Philippines to visit friends, check on dental laboratories, volunteer my dental services to the poor of the Philippines, and visit my Philippine girlfriend. On 01/03/2015 I was detained and questioned for over 2 1/2 hours in the Vancouver B.C. airport and missed my connecting flight to Seattle. I could not find a flight to Seattle until the next day and decided to rent a car late that night. I was detained and questioned for a second time that same day at the Blaine, Washington US border. I was detained and questioned for over 2 hours at the Blaine, Washington US border. I know I am being profiled and what DHS/CBP has repeatedly been looking for they did not find and will never find. I have been repeatedly detained and questioned with negative results. With the above mentioned 3 return flights from the Philippines which resulted in 4 interrogations. I have tried to explain my frustration/irritation when crossing into the US border. I want this problem resolved ASAP and stop the harassment as I have another trip planned in December 2015.</p>	<p>Closed 10/12/2015 12:13 AM</p>
	<p>To whom it may concern; Last year I went back to France and after coming back to Los Angeles I was sent to secondary screening. This year I got married and went to Bora Bora for my honey moon. After returning with my wife (who is a US citizen) the global entry machine drew an X and the CBP officer sent me to secondary screening again. This time I was in that room for 3 hours! Although I have global entry they still made me wait for 3 hours and then gave my passport back and said I could go. That is simply unacceptable. My wife in the meantime was outside inquiring about my status. The answers she was given by a CBP officer were also unacceptable. She was told that I was a criminal, she was told that this was going to happen everytime we travelled, she was even told that we should not travel together again!! Both our civil rights have been violated because I was not supposed to be held for 3 hours when I have global entry, that treatment was simply abusive. Moreover her civil rights have been violated because of the coercive behavior of that border patrol officer who was with her outside. In addition, my privacy has been violated because a government agent (border patrol officer) has inappropriately shared my personal information with my wife. He decided to scare her with information that was simply false. Even stating that I may never come out of that room and that they will send me back to France. She was even told that cameras were looking at her and that her waiting for me there for hours would look suspicious!! I am simply outraged by this traveling experience and I am looking forward to clear this matter once and for all. Regards, [REDACTED] [REDACTED] I would like to ask what sort of sworn federal officer would behave in such an unprofessional manner. I may be a French citizen and you may look down upon us but my wife is a US citizen and she deserved better than being treated in such a disrespectful and unprofessional way.</p>	<p>Closed 10/13/2015 12:29 PM</p>	
	<p>I am a U.S. Citizen, American born, and have traveled and do travel quite frequently. There has been more than one incident since March 2015 where I get stopped almost every single time for secondary measures when coming back to the U.S. except a recollection of 1 time. That one time I wasnt, the officer informed me it might have been due to my name being so common. I am a frequent traveler, and even more so now since I just took up a job offer in Singapore. As you can imagine, this is an inconvenience as I have had no issues in the past whatsoever, especially when I studied abroad in London and Dubai. In March 2015, coming from MIA to GCM I had my personal items searched and detained including my laptop, cell phone, cards (credit, debit, gift), etc. I gave my passwords to my electronics and asked many times what was going on without any feedback other than answering interrogatories. This caused havoc because of surprise plans with a minor coming to the trip on a separate flight, not knowing where to go internationally, since we missed our flight. This was the first time I ever encountered something like this and was bewildered at the circumstances not knowing what was going on. Coming back from GCM to IAH, I was searched again. In June 2015, LIS to EWR, searched and my interview for Global Entry was retracted; PVR, SIN to IAH, searched - and I think this had the one time I wasnt in one of these trips. In July 2015, CDG to IAH, searched. In August 2015, SIN to IAH searched. In September 2015, SIN to IAH searched where phone and laptop were detained - I was given back my items in the following days. I am hoping this gets resolved immediately, as I am repeatedly referred and go through secondary screening, which takes time, especially traveling overseas with my 8 year old son and I feel my rights have been violated in numerous ways because of the aforementioned. Please help ease this situation. Thank you so much for your time and efforts. It is much appreciated!</p>	<p>Closed 10/13/2015 6:05 PM</p>	
	<p>On October 5, 2015 I attempted to enter the U.S. as a lawful permanent resident. However, I was sent to immigration secondary inspection "again" due to a DHS record related to an immigration withdrawal at the Honolulu, HI port-of-entry in December 2011. Since the withdrawal, I have been legally admitted as a J1 (November 2012), been paroled (June 2015) and legally admitted as a returning lawful permanent resident. During my October 5, 2015 entry I presented my Alien Resident Card for admission, yet was still sent to immigration secondary. The questions are always the same. "Have you ever illegally accepted work in the U.S.?" I am a lawful permanent resident now, I should no longer be questioned about my right to be in, remain, or accept work in the U.S. The primary inspector should know the difference between a non-immigrant and resident alien, as well as when a record is no longer relevant to the applicant for admission. On October 5, 2015, I waited for 3-hours in immigration secondary only to be told, everything was all right and to file a "request for redress" with DHS TRIP. Ridiculous. Furthermore, the contract security in the immigration secondary area was rude, unprofessional and threatened me and other passengers for simply looking at our electronic devices. I respectfully request that any/all DHS records related to my withdrawal in 2011 be deleted or modified to ensure an accurate understanding of my current immigration status be available to the primary inspector to avoid unnecessary delays in secondary.</p>	<p>Closed 10/14/2015 5:14 AM</p>	

TSA000911

(b)(6)

Last year a friend and I were travelling overseas. Our flight connection was from Ottawa (Canada) to Detroit USA, to Paris France, and finally the destination Turkey. As I was passing the screening, a US Homeland Security Officer took my fingerprints and a picture (which I found odd), followed by directing me to a room rather than the plane. Shortly after that my friend and I were separated into two different rooms. The officer began questioning me as to why I am travelling to Turkey. I told the officer I noticed a great deal online for a bundle to go to Turkey, the ticket was all inclusive, at a 5 star hotel and all sorts of events within the hotel as well such as a night club. The officer proceeded with asking me about my personal life, such as where I work, if I go to school etc etc. I answered all of his questions without a problem. He then searched my bag and had me pack it back. Shortly after that he asked for the passcode to my cellular device, so I wrote it down for him. He told me he will search my phone and come back to me when he is finished. I went back outside into the room. After being held for approximately 3 hours, the officer came to me with my belongings (passport, boarding ticket, cellphone, etc etc.) and told us that we had missed our flights, therefore we would have to rebook our flights for the following day as there are no more flights for the night. I had no issues with that although I was fairly upset why we missed our flight in the first place. The next day we came back to the Ottawa airport, at the check in desk, a lady scanned my passport, and had told me that I am inadmissible to enter the US. So I asked her why, and she directed me to a phone where I can speak to the US Customs. I followed her instructions and did that, but when they picked up the phone I explained my situation and they said they cannot help me because they cant verify who they are speaking to over the phone. I have been inadmissible to enter the states ever since then. I had booked a ticket to go back home to visit my family on September 25th, 2015, and I got denied boarding due to the plane overflying the US. I had missed my flight, and have not even left the country due to that.

Please find below the exact details of what actually transpired on 25th September, 2015 at the Detroit Metro Airport between myself and Officer (b)(6) for which I seriously seek proper redress. My travel records to the United States have been very good. The first time I visited the United States was in 2009 and I stayed for 21 days. The second time, I stayed for 18 days. The third time, I stayed for 13 days. The fourth time, I stayed for 14 days. So this was actually my fifth time in the United States and I intended to stay for 22 days. I furnished officer (b)(6) with the address and telephone number of my host. She searched my hand bags and these are the items she found inter alia A KLM airline return ticket for 17th October 2015 A letter from my Doctor to KLM Airlines, stating that I was very fit to travel. The letter also stated my due date in November, 2015 A cash amount of \$1,500 and two ATM cards for Wells Fargo Bank and Barclays Bank Calcium and Vitamin supplements, Lip gloss, a pen, etc. Officer (b)(6) told me the money I had with me was not enough. I also told her that since I had money in my Wells Fargo and Barclays Bank accounts, there was no need travelling with a lot of cash when I could always cash money with my ATM cards in the United States. I also told her that I wanted to buy a two in one stroller and car seat, an electric breast pump, a Sophie teething toy and some clothes for my baby and also get some rest before returning to Ghana. Officer (b)(6) seized my 2 phones and Samsung tablet. She went through all my messages, whatsapp, telegram, viber, line, tango, facebook, pictures and my yahoo mail for over two hours and she did not find anything. Officer (b)(6) placed a telephone call to my host and spoke to him in my presence. She asked my host what will happen when the baby decides to come early. My host assured her that if that should happen, he and my husband are well capable of taking care of the bill. Otherwise, all things being equal, I will leave the United States for Ghana on 17th October, 2015. Based on these facts, I wish to state that Officer (b)(6) did not have any evidence or proof whatsoever to determine that I was going to become a ward of the government. She only saw a vulnerable pregnant woman like me and decided to pick on me. That, I must say is against my human rights. Officer (b)(6) took my 10 finger prints and a smug shot/picture of me. I did not do anything wrong. Why did she do that to me? I was tired from the long flight, I was hungry with swollen feet and totally confused as to what she was doing. She just took advantage of me in my pregnant state of mind. Why was she so mean to a pregnant woman? I believe I was unfairly detained and denied entry into the United States because I am pregnant. She forced me to sign the withdrawal of application form. She cancelled my 5 years visa and sent me on the next flight back to Ghana. I humbly seek proper redress. I want my records/information corrected in the DHS system. I want my 5 year visa which she cancelled restored for me. I seriously believe that the DHS strives to ensure that its processes treat travelers fairly and efficiently but in this case, Officer (b)(6) was not professional and courteous in dealing with me. God bless America, The land of the free and the home of the brave. Thank you.

When I travel out of the US I am referred to secondary search every time since an incident crossing the border from Mexico at Progresso TX. I carried and claimed prescription medication I purchased from Mexico and a portion of the medication was confiscated. I did not have more than allowed and I claimed the actual pill count (120), however the boxes containing the pills read each box contained 4 tablets and each actually contained 12. Eight tablets were confiscated out of each box and I was allowed to enter the US with 4 tablets per box. The manager first stated I failed to declare but I told him I clearly stated I had 120 pills. I also had a prescription for the medicine and I didn't exceed the number of pills allowed to bring into the US. He then stated I wouldn't be charged but I was not allowed to double stuff boxes. I explained that is how I purchased them from the pharmacy. I was not fined or charged but they did take 80 tablets from my possession. My wife and I travel out of the US several times a year for vacation and our entire travel party have been subject to extensive secondary searches each time we return to the US. We've missed connecting flights and have had great difficulty traveling because of these delays. I have a clean criminal history and own several businesses in the US and work as a consultant for Defense Contractors requiring extra security clearance and have never had an issue. Any assistance on how I can do whatever needed to avoid this constant security delay would be greatly appreciated.

On April 2, 2015 I was questioned by an officer and during the questioning he made remarks as to how little time I had flown in flight school even after I explained that weather conditions had been unfavorable for any beginner. I was kept in the questioning area for about 12 hours. They confiscated my belongings such as my phones and tablets.

I traveled to Austria and Turkey over the summer to conduct research as part of my graduate studies. I am a PhD student in the department of art history and archaeology at Columbia University. I have traveled to Turkey in the past to work on an archaeological excavation and to visit the museums in Istanbul. I am also a member of the global entry program. On my way home from Turkey I was unable to check in for my flights online/receive a boarding pass. My flight home connected through Toronto, where I was pulled aside at customs for an interview and hand search of my luggage. My boarding pass and passport were taken during this interview process. This took almost an hour, at which point I had to hustle to try and make my flight. When trying to go through security I was again subjected to extra pat downs and hand searches, and had to turn on all electronics. Ultimately I missed my flight back to New York because of this hassle. Last month I traveled to New Mexico to visit a friend and had a similar experience. I was unable to check in to my flight ahead of time, and once again endured extra security screenings including a full body pat down and hand search of my bags, asking me to turn on all of my electronics. The staff at JFK referred to me as a "house guest" and complained to one another about who was to take care of the various parts of my extra screening. The same process occurred on my flight home. I was also held up at the gate on my way home, because after this whole process, it seems that someone from the security staff forgot to sign my boarding card. After a series of calls were made I was eventually let onto the plane. I am traveling to Chicago this weekend on a different airline, and still am unable to check in online. I imagine I will be subjected to the same security processes. My limited research into this shows that many American travelers to Turkey have been subject to similar issues. All of our boarding passes are flagged SSSS. As I mentioned, I am a graduate student studying the art and archaeology of the ancient near east, hence my previous travels to Turkey. I am also a member of the global entry program, so why I am continually flagged puzzles me. It is a major inconvenience and I would hope to fix it soon.

Every single time I fly I am subject to special security screening. I am not able to get a boarding pass in advance of arriving at the airport, when I do get my boarding pass it has the letters SSSS on it, and I am denied my TSA pre-check and my Global Entry, forced to go through the traditional rather than expedited security line, and all of my bags are subjected to fully unpacking, sweeping, re-screening; all of my electronics are required to be turned on; I am subjected to a full body pat down. This has occurred on 5 separate legs all in a row since I traveled to Turkey this summer. It is surely not "random" - I'm clearly being targeted. I almost missed a flight the first time it happened, and subsequently am forced to get to the airport 2 hours in advance. Each time the screening has taken an inordinate amount of time, and of course, has produced no evidence that I pose any threat.

I have a few things I would like to mention. First thing is I have NO criminal record. I have a clean record in Canada, and have no problem proving it. I am NOT a supporter of terrorism, and I have NO connection to radicals. I am a full-time working Canadian, I still live at home with my parents and the US has ZERO reason to be concerned about me. My rights have been violated not just as a Canadian Citizen, but as a human.

Closed

10/16/2015 5:33 PM

Closed

10/24/2015 6:01 AM

Closed

10/26/2015 4:54 PM

Closed

10/27/2015 10:40 AM

Closed

10/30/2015 6:35 PM

I was previously a chief of staff in the United States Senate with Secret Security Clearance. I pose absolutely no threat to the United States, and have been extremely forthcoming with my information about when and how I travel and my activities, both in my application for Security Clearance – which was granted – and in applying for Global Entry. I am hopeful I will no longer be a target for additional screening. I travel frequently for work and personal reasons and find this additional screening inefficient and a waste of your agents (and taxpayer) resources.

Closed

11/3/2015 12:59 PM

TSA000912

(b)(6)	<p>I was returning home to see my family after working for the Department of State for five months. After arriving in Dubai from Abha, Saudi Arabia, I was told that I would have to clear customs to go out of the airport and return to the airport through the front entrance to receive my boarding pass. I could not get a boarding pass through my connecting flight inside the terminal. I had to wait in a long line to clear customs and go to the United ticket counter at the main entrance of the airport. The ticket agent had no idea why she couldnt print my pass and called United in the U.S. I was asked if I had a Redress number so I gave them my Redress number. I made sure to put my Redress and Known Traveler Number on my flight reservation before my flight. When entering Washington, I was pulled aside by CBP in front of everyone on the flight, raising stares from everyone. I was detained for four hours and missed my connecting flight to San Antonio. The agents took my laptop and cellphones to another room and I was asked what the password to my SIM card was. As I was boarding my connecting flight, I was told by the gate agent that I had to go through TSA security. We walked as fast as I can to go through TSA security and got on the plane just as they were closing the cabin door. Returning to my job as a U.S. government contractor in Saudi Arabia, I went through Secondary Security Screening Selection at San Antonio airport and was also interviewed by CBP. Upon arriving in Houston I was again approached by CBP and was also directed to go through TSA security screening once again before boarding my connecting flight to Frankfurt. In Frankfurt, the gate agent had to call somebody before I could board my connecting flight to Jeddah.</p> <p>This is the second time in a row that I return to the US and be held by customs. I am a US citizen with a past record. I feel this is why I am being held up every time. Because of this I feel I am being PREJUDICED against. The CBPO who detained my electronics tricked me into giving up my passwords to my laptop and cell phone. He told me that if I willingly gave it to him that they would check it right then and there. Instead right after I gave him my information he then said he was going to detain them all. He knew that I was tired and had to catch another flight. Which is why I wanted to get the search over with immediately. Now my personal belongings are being held somewhere in Tampa and I dont know if Ill ever get them back or in working condition again. My mother works for Customs here in Miami and she does not think this is right either. These methods and procedures were very questionable,prejudiced and coercive.</p> <p>Any time I am entering US, I am detained and asked to go for extra screening. Because I was only denied entry on Peace bridge, as at that time my Canadian Visa was about to expire and Officer thought if I enter US I will not come back. Now I have a full time job and Canadian work permit which should be used as proof I will be coming back.</p> <p>I am a full-time student here in United States with a valid F1 Visa. I am in full compliance of my F1 Visa. I left US to travel back to Taiwan on January 18, 2015 to spend Chinese New Years with my family. When I returned to the US (LAX entry,) I was detained by customs at LAX airport for over 7 hours. They bodily search me, finger printed me, took away my personal belongings without permission including going through my personal information on my cellphones. Custom agents even threaten me that they would send me back to Taiwan. I have been properly enrolled in school and have never worked in US. I have fulfilled and been compliant with all the requirements of my F1 visa. I would like to inquire as to why I was detained for over 7 hours and would like correct any concerns so that this will not happen again.</p> <p>Over the past few years, Ive been chosen almost every time Ive traveled for some kind of extra screening, whether suitcase check or explosives check. The worst time prior to this last trip was leaving Chicago ybears ago (but I no longer have that flight information) where I was chosen for an explosives check, moved on to my gate, and then approached by 2 agents telling me I was randomly chosen for a suitcase check. Last week, on Nov 8, 2015, I was flying stand-by, approached check in counter, answered questions, and told I was randomly selected for extra security check. There was a misunderstanding at the flight gate where my name was called, I was told by one person to get into one line, I got into that line, then was told by another person to go back to original person, and that person was shocked I was still there because apparently, I was supposed to have been escorted to another part for the security check. I was finally escorted, waited, and was then called to a part where they put my luggage through an X Ray again, took out every single item of my belongings, I had to turn on my laptop, tablet and phone, and I also received a pat down. I was sent back to sit down in their area and then escorted back to the area where my Mom was seated. I then went to the bathroom, came back and one of the guys who had escorted me to the security check was confused to see me walking around and he said I was supposed to only stay in line to board to plane, which no one told me, so I had to go through the extra security process again (he did apologize for whoever didnt escort me all the way to the line to board the plane). When I was finally allowed to board the plane, right before boarding, I was called back by an agent because they needed to scan my passport. When all was well, I boarded. When I landed in Miami, I went to the computer in customs where you fill out questions and get your picture taken. My picture receipt printed with an X on it, so I had to go for extra questions with a customs agent. Being standby, we didnt get a seat that evening on a flight from Miami to Phoenix, so I left the airport with my Mom, and came back first thing the next morning. When I reached the agent that takes your passport before security, I was again flagged and he called an agent that escorted me through security, gave me a pat-down, while two agents looked through every item in my bags. I asked the agent (and she was very nice) why this kept happening, and she said she didnt know, but that I could contact you.</p> <p>I traveled out of the country to Cancun, Mexico and upon my return 11/19/15 I was subjected to a situation that I am requesting answers to. I arrived in Denver and was cleared thru Customs,Border Control and Immigration. Upon reaching the TSA agent I was told my boarding pass was flagged and I would need additional screening. It was at this point I felt I was detained for an unreasonable length of time. It became very apparent that there was something wrong. I was repeatedly told the agent did not know why but that I was being treated as "special". During the process of being treated as "special" I feel I was subjected to intense search of my personal belongings and my physical body without explanation beyond being "special". During the x-ray of my purse, suitcase and electronics I was separated from these items which exposed my purse and personal belongings to possible theft. There was clearly more concern for the "special" treatment. I continued to be detained after repeated requests by a supervising agent who held my passport and boarding pass hostage for a female agent, one finally came to conduct the search. This agent was thorough and respectful. She was doing her job, but again there was no explanation given as to why I was going through this procedure. To say my rights were violated will most likely be dismissed. I completely disagree and require an explanation. I understand and appreciate the need that exists in the world to screen carefully. What I completely disagree with is the lack of answers to my questions. The experience at the security check point in the Denver airport was appalling and very upsetting. I was detained much longer than seemed reasonable during which time I was not given any explanation or justification for the search. Being treated as "special" by TSA is not an experience I wish to repeat. I am requesting answers why I was given "special" treatment and what is necessary to ensure this does not happen again.</p> <p>Every time I go through security at an airport I am searched. I have two artificial knees. I have tried to give them a card from my doctor but they tell me it doesnt matter. They stick their hands down my pants and touch my breasts. I have even been told not to breathe on them. In Italy when I told them about my knees they simply used a hand held device over my knees and sent me on my way. I have severe arthritis in my hands. When I use the Global Entry kiosk I get the big red X saying my fingerprints arent valid and then I have to stand in the regular immigration line.</p> <p>Hi there, By mistake I put on my application I had a criminal record. I dont. Please help me relished application. I had an issue when I was underage. Kind regards</p>	<p>I have no idea why I have to go through so much security screening. Closed at the airport, but it is getting quite old.</p>	11/3/2015 4:59 PM
			Closed 11/5/2015 11:10 PM
		<p>I work as Test engineer in Canada for hand held devices, I have home in Canada but my extended family in New York Highland, and any time I cross border I have to waste 2-4 hours for extra 2-3 questions on why I am entering.</p>	Closed 11/7/2015 2:42 PM
		<p>I am a legal full-time student with F1 Visa status in US. I would like to resolve any issues so the next time I travel out of US and return, I would not be detained for such a prolong period of time. I would like to inquire and resolve any issues with CBP. Thank you</p>	Closed 11/8/2015 7:59 PM
		<p>(b)(6)</p> <p>I have traveled internationally, but not that much, so am genuinely confused here. While I was kind of getting used to this, since it ends up being not too big of a deal, and only once did it feel a bit ridiculous (the Chicago trip years ago), this last trip trying to leave Barcelona felt a bit aggressive and Im, along with my Mom who was with me the entire time this is all happening, a bit worried and just want to confirm theres nothing weird going on with my passport. This all felt much more serious than before, and Im officially a bit more alarmed. But everyone was very nice, I am very understanding of the need for security measures, BUT this trip threw me a for a loop and 3 patdowns, and multiple instances of questioning and needing to be escorted has me very, very concerned, since I very much enjoy traveling!</p>	Closed 11/17/2015 10:55 PM
			Closed 11/20/2015 3:19 PM
		<p>I am a 71 year old grandmother. I dont think I look like a terrorist. This is very embarrassing and stressful.</p>	Closed 11/23/2015 12:26 PM
		<p>(b)(6)</p> <p>I made a mistake on my esta application. My laptop had it open twice and submitted an application with yes to the first question and yes to drug charges. I have neither. I am unable to obtain a visa in time due to a death in my family work commitments and flying interstate to get a non migrant visa. Simply isnt an option. I can prove I have no criminal or drug convictions. I also had pneumonia which I no longer have. I was advised as circumstances are different and I no longer have a medical condition that I should be granted the waiver. I fly to LA Houston then south America. This is my 31st birthday trip. Please contact me urgently.</p>	Closed 11/24/2015 6:02 AM

TSA000913

(b)(6)	In (approximately) 2004, I was coming back from Spain, and I was delayed entry into the United States. Since then, I have traveled to Thailand (no issue) and nationally (Maine), and have not had an issue. However, since the recent incident in Paris, it has made me question the prior incident in lieu of future national and international travel.	I was originally pulled aside in 2002 (in LAX) returning from a conference when I was informed there was a contaminant on my company issued laptop. I informed the TSA that I worked at a community medical health center (Ryan Center) and the company issued laptop was a shared device for the entire center used by doctors, social workers, case manager, etc. It was later deemed that doctors handling the laptop probably transferred contaminates from medication to laptop. I was able to eventually fly on the intended flight with the laptop; however I believe the two issues may be connected. I havent had an issue since 2004, but I want to receive DHS confirmation that as is well. Thank you for your time and attention.	Closed	11/25/2015 1:35 PM
	I fly quite frequently. Just recently I am not able to check in on my mobile device nor am I able to print my boarding pass. The agent always has to call someone to clear me. One of the agent told me that there is some confusion with my name and I should apply for a redress number.	I fly quite frequently. Just recently I am not able to check in on my mobile device nor am I able to print my boarding pass. The agent always has to call someone to clear me. One of the agent told me that there is some confusion with my name and I should apply for a redress number.	Closed	11/29/2015 8:27 PM
	Upon arriving in the U.S. at Los Angeles international airport, all of my electronic devices and cell phones were seized and taken to another area in customs and I was forced to reveal passwords.		Closed	12/1/2015 12:33 PM
	I have had SSSS on all my boarding passes domestic and international recently and in some airport they took very long time and took some of my electronics away.	I have been in US for almost 24 years, US citizen and practicing physician in California. I travel internationally including to Pakistan and Afghanistan. My wife is from Pakistan and I was born in Afghanistan and still have property and family there.	Closed	12/4/2015 1:14 AM
	I arrived at around 11 am local time. I was taken to reception area waiting to be interviewed. Two officers with badge names (b) and (b)(6) called me in a room for interrogation. As soon as I sat down I was accused of lying about my visit according to their records. I told them the purpose of my visit is to attend my graduation at northwood university and then visit my fiance (b)(6) to spend chrismas, new years and her birthday on the 2 january 2016. I showed them my travel tickets, addresses were I would stay during my visit including my hotel reservation I made for my stay at michigan for the graduation on the 19 december 2015. My personal and work phone was seize and access requested which I duly gave to them including my laptop. I was called in again for the second time and question about my intention of working illegally in california as a cab driver. Apparently I had a text conversation with (b)(6) saying until she file for me as a fiance I will visit her more often as she is trying to get pregnant. One option is for me to engage in a self employed job for example a cab driver job which will afford me more time to visit her without risking loosing my current job. I was shouted at and threatened expulsion for five years. I told them this text message is about me working as a cab driver in london and not in california as they suggest. I was also accused of been the owner of a cab company and I intend running one in the states. I will not want to leave my permanent job in the uk with a salary of twenty five thousand pound per annum and work illegally, while I have the privileged of my fiance applying for me to live legally in the usa. I showed them my university graduation letter, my returned tickets and host of other documents to prove I have every intention of returning to the uk as a british citizen. I had an approve holiday request from my current employer which is a permanent position. I had my daughter who I was intending to travel with so that she can witness my life long dream of graduatuting but the mum who I am seperated with, refused closed to the time of my trip. She prefer to spend time in london for chrismas with my daughter. Thus I made the trip alone for the purpose intended and to return back to work on the 10 january 2016. I was later accused of not having enough fund to sponsor my trip. This I found intimidating as I have four hundred dollars, eight hundred pounds worth of credit card, a debit card with five hundred pounds and a saving account of four thousand and five hundred pounds. In addition to my fiance to fund my trip my fiance is a nurse and have just bought her house. She is in good financial standing to look after me while I am visiting her. I have no criminal records. I had two failed visa application one with my sierra leone passport and one failed esta which I dint know I should make on my british passport as long as I had one failed visa application. I went on the made another application through the embassy which was sucessful. I planned my trip in two fold one to attend my graduation and visit neama berethet in california. I have no intention whatsoever to live and work illegally in the usa. I was denied the opportunity to speak to a british consular officer and all of my contact in the states and back in the uk.	My documents which includes my tickets, statements taken from me was not returned.	Closed	12/20/2015 9:47 PM
	I live and work overseas in international development (for past 12 years) and return to the US for home leave once per year or every 2 years. My most recent visit was from November 19 - December 19, 2015. I was questioned prior to boarding a flight from Doha, Qatar to Washington Dulles (IAD) on November 19th by a US TSA/CBP officer and then upon arrival in the US was also screened again by CBP. I understand that the reason is likely because of my residence and travel overseas and the agent handled the inquiry well. However, during my home stay I traveled on holiday with my family (wife, children aged 3 & 5, and mother) to Mexico. We left the US on November 29, 2015 from Dulles Airport. Both me and my wife (Anca D. King) were subject to additional security screening (the "SSSS" printed on our boarding passes). The screening took approximately 1 hour and my children and mother had to wait for us. There were no problems and we passed the screening. I assumed that we had simply been selected at random but when we next left the United States on December 19th, 2015 for return to our current home in Myanmar, we (me, wife and children aged 3 and 5) were again subjected to enhanced security screening. In this instance the extra screening took over 2 hours and my young children were subject to a very long wait during the process. Furthermore, at the end of the screening, my wifes laptop computer would not power on due to the battery having died and her power cord stopped working while we were on vacation. At this point TSA agents told us that because the laptop would not power on we would have to abandon the laptop or check it into a checked bag. I found this to be an unacceptable risk to our privacy given the sensitive nature of information contained in the laptop and the TSA officers were deliberately placing our identities at risk for identity theft through abandonment of the laptop or the potential for theft of the laptop from within a checked bag. The supervising officer was (b)(6) (badge # (b)(6) title: Transportation Security Manager) and his attitude was unpleasant and condescending, showing no concern for our privacy nor right to privacy as US Citizens under the Constitution. He was unreasonable and refused to tell us why we could not continue through security even after a 2 hour process cleared all of our other belongings (for a second time in 3 weeks). He refused to accept responsibility for any risk to our right to privacy and the security of personal information nor acknowledge that we had not been given any advance information that we would be required to power on the laptop prior to going through the security screening. Luckily I was able to find access to a laptop charger in the check-in area of the airport and charge the battery enough to power on but feel that this should not have ever come to such a risk to our personal information and privacy. Overall, the process took over 2 hours and we just made it to the gate for boarding even though we arrived at the airport almost 4 hours prior to our flight time. Since this was our second excessive and time consuming extra security screening in less than 3 weeks when leaving the United States, I feel that redress is required so that we are not repeatedly subject to unnecessary and unjustified delays when trying to fly out of the United States. My family and I are law abiding citizens who happen to reside abroad, where I am employed as an international development professional, often working under contract to the US Government (USAID), and feel that our recent treatment at the hands of TSA and CBP is not justified and presents my family with undue harassment and unnecessary delays when we travel to and from the United States. I furthermore feel that we were not treated with sufficient respect, courtesy or empathy by (b)(6) in dealing with the laptop issue. The offices who actually conducted our screening however, were very professional, respectful and empathetic to the inconvenience and issues that we faced. (b)(6) was the opposite in both his body language, conduct, and language when we attempted to get redress. I look forward to DHS solving this problem and providing redress.		Closed	12/23/2015 11:13 PM
	I was denied access because my girlfriend isn't of age and I had explicit pictures of her on my phone.	The people at the airport took my laptop and phone for further screening, but my school stuff is on that laptop and I need it for my studies. I don't need the laptop back because it can be easily replaced. I just really need the "school" file on it.	Closed	12/27/2015 5:28 PM

TSA000914

<p>(b)(6)</p>	<p>This is the fourth or fifth time that I have been selected to be pulled off the normal security lines and taken for extra screening. I have been body searched, patted down, opened and turned on my laptop, questioned that my laptop or phone triggered an alarm, jewelry taken off, etc. I am a 20 year old College student at the University of Maryland and frequently vacation with my Family, yet I apparently am incorrectly on a watch list as I am now consistently pulled off the normal screening procedure lines.</p>	<p>Not understanding why I am incorrectly being accused for something and pulled off to special screening lines, then detained and now having missed my flight back to NY due to this latest incident.</p>	<p>Closed 12/31/2015 9:44 AM</p>
	<p>Always when I travel through US Border Patrol, I am selected for additional questioning. In order to expedite the process and make it easier, this past year I applied for the Global Entry program and was granted it. I first used it in September of this year - with no problems. However, I received a message in November informing me that my participation in that program had been revoked but it did not give clear reasons -nor could I find more information. On December 16, 2015, I was on my way to Utah (layover in Chicago) for an early morning flight. I went through the normal lines and was sent to additional questioning and then sent to the back area. I was detained at the border for over four hours. My electronics and bags were taken and searched and I was kept under close watch with only a few questions asked of me regarding previous travel. They took my Global Entry Card and said they could not return it. At no point was I told why I was being detained and I was given no information other than at the end they said that they were trying to verify my identity. I was treated like a criminal and given no answers. At one point I was escorted on my way to the bathroom. In the end, not surprisingly, I missed my flights. Initially the airline was not going to be able to book me until the next day, but luckily I was able to beg and they put me on another airline. I arrived at my destination 12 hours later than scheduled. I missed my ride and was forced to rent a car at great additional expense.</p>	<p>As an innocent American citizen, this event was greatly disturbing and traumatizing. I can appreciate the need to ensure the safety of passengers and people in the country. But 1- It should not take four hours to verify my identity (especially when this happens frequently and I had a wealth of documentation with me), 2- More communication from the those in charge would have gone a long way. Instead, I was sitting there, stewing in my resentment of the organization and made to feel like a criminal - with absolutely no information, I can appreciate the need to carry out the work you do, but SURELY, there has to be a more humane way to do so. Innocent until proven guilty, I believe. This was truly one of the worst and most traumatic travel experiences I have ever had. I hope this situation is rectified soon. I travel frequently and do not wish to go through another similar event. The officers who helped me Lawrence Ross and officer Billig were professional, but it was clear the system was not set up to allow them to give me more information or comfort.</p>	<p>Closed 1/3/2016 10:55 AM</p>
	<p>US customs agents mistakenly confused my Melatonin jet lag tablets for "LSD tablets". They detained me for 3 hours in a holding cell, confiscated my cell phone and all my possessions, and they attempted to turn me over to the San Francisco police. However when the police officers arrived, they examined the tablets and told the customs officers they were in error, and I was released while still at the airport. Since that incident, I have been subjected to delayed immigration processing and mandatory customs searches when I have reentered the US. The first incident occurred on March 21, 2015 at San Francisco SFO airport. I arrived on a flight from Seoul, South Korea. Customs agents searched my backpack and found a plastic bag containing a dozen pink Advil (ibuprofen) tablets and white melatonin jet lag tablets. The melatonin tablets are supplements that originally came in a big bottle of 100 have no markings on them. So the customs agents used a drug test kit on them. One of the agents told me "that their test kit had turned the color purple which indicated they were supposed to be LSD", and that's when they put me in a holding cell. They wouldn't let me make any telephone calls. Only after the San Francisco police arrived and examined the tablets and tested them themselves did they release me, after 3 hours, and return my possessions. I did some research online and discovered that the brand of chemical drug test kits that agents use on site, which are supposed to change colors in reaction to the presence of certain drugs, will return "false positives" for a number of common medications. I read that apparently the test kits customs agents are using, which detects for something called an "indole ring" which is present in LCD, will also change color and indicate a false positive for melatonin supplements, SSRI serotonin antidepressant medications, and tryptophan supplements among others. The second incident occurred on September 1, 2015 at New York JFK airport, when I was arriving on a flight from Paris. This time, when passing through immigration, I was denied an entry card at the automatic machine that scans your passport. This has never happened to me before. So I am certain that it is because of the incident from March. I was required to wait for over 2 hours in a line in the immigration office, where finally an immigration agent led me directly to customs, where I was subjected to a mandatory customs search. When this happened, I asked the agents what I could do to avoid its happening in the future, and they directed me to your website. I would prefer not be delayed for 2 hours every time I reenter the US, and be unable to use the automated immigration machines and be forced to wait in a special line, to then have to be searched by customs every time. Could someone please look into this and clear my record so that this doesn't happen every time in the future? Also, customs agents should be informed that their drug test kits, at least the brand of kit that are used at SFO, will indicate false positives. Melatonin is a very common supplement/medication used by travelers for jet lag and sleep. I will do my part by buying a smaller bottle so I can keep them in the original container.</p>	<p>I would prefer not be delayed for 2 hours every time I reenter the US, and be unable to use the automated immigration machines and be forced to wait in a special line, to then have to be searched by customs every time. Could someone please look into this and clear my record so that this doesn't happen every time in the future? Also, customs agents should be informed that their drug test kits, at least the brand of kit that are used at SFO, will indicate false positives. Melatonin is a very common supplement/medication used by travelers for jet lag and sleep. I will do my part by buying a smaller bottle so I can keep them in the original container.</p>	<p>Closed 1/6/2016 3:50 PM</p>
	<p>On the 8 Jan 2016, my son [REDACTED] and I were traveling Seville, Spain back to Norfolk, Va after visiting my family who reside there. There was no problem with the flight from Seville to Lisbon; however upon receiving our tickets and proceeding to security, my soon was told that he would require additional security screening because of the SSSS on his ticket. This also on our outbound leg of our travel from Norfolk, Va. The screen was conducted and we were told that the security rep had phone ahead to Newark airport. My thoughts were that there would be no additional screening as the screening in Lisbon was conducted. However upon landing in Newark airport, we were meet by police and sent to a detention area where my son position were searched again. The problem with this screen was that they took his laptop and cell phone and proceeded go through both after getting the passwords from him. This was a blatant abuse of privacy, my son is a 19 yr old Averett University college student and military dependent. My husband who is a retired Navy Veteran and prior DHS employee stated this went beyond a selective screen and boarded on illegal detention without cause. Using the SSSS process to intrude into a person private property is unwarranted. This redress is to gain audience with the Newark DHS Manager to obtain an apology. No only did this happen to my son, but my phone was taken and browsed through without my consent as well. Although the police officer were cordial and polite, the line between security screening and blatant search and seizure without cause or explaining is not. I will continue to follow this redress until a apology and explanation has been accepted by my Son and I as to why such invasion of privacy was done. I will be available for the Newark TSA Managers to call at [REDACTED] or [REDACTED]. If nothing is heard I will use other media (social, email and my personnel contact in DHS) until a satisfactory answer is provided. I look forward to you call.</p>	<p>Understand the SSSS is a security procedure which does not intend the illegal search and seizure of a persons cellphone and computer by gaining access through the password and phone lock feature from the user. This should not have happen but did, and when ask why, I was told by the police that he was just doing what his supervisor told him to do. That was unacceptable, but to prevent confrontation, I did not contest it then, however I would like to address and correct procedure as it is beyond what is needed for an Selective Security Screening, a persons privacy has been violated in this instance.</p>	<p>Closed 1/9/2016 9:00 PM</p>
	<p>Returning to the US from a family vacation in Aruba on Dec. 28, 2015, I was detained by US Customs at their checkpoint in Aruba so long that I missed my flight. I was taking in a back room by an US Customs officer and questioned about my identity. I basically told him my life story and he eventually said that he thought it was a case of mistaken identity because they were looking for someone named Michael Hatcher, but I was not him. Then, on my next trip, a round trip between DFW and DCA airports Jan 9-11, I was stopped for additional screening each way. It was beyond any of the standard random screening I've occasionally been selected for when flying. In fact, an TSA agent was waiting for me and asked for me by name at the entrance to the screening at DFW for the DFW to DCA flight. I had to turn on all my electronics, everything everything and have done so for the past 10+ years without a problem. Since was swabbed and I assume tested for chemicals/drugs/explosives, and I was thoroughly patted down and then the agents gloves tested. This happened both at DFW and at DCA. The TSA agents at DCA suggested I contact TSA.gov after my screening there, as I might have been put on a watch list.</p> <p>Firstly I was refused an ESTA on my passport [REDACTED]. This is a United Kingdom (England) passport. I am a white male and I was born in England. My ESTA should not have been denied. Fortunately, I already had an ESTA on my second passport (due to the fact that I am a Security and Risk Director and I have permission from the UK government to have 2 passports). So, I traveled on this passport. However, when I arrived in Detroit, I was held in a room for various hours and refused to board my connection flight. The officer that held me opened my personal electronic devices and searched through every email that I had sent and received. He also searched the photos on my devices. These were personal photos of me and my family, some of them were intimate photos with my wife. The officer in question was laughing and smirking the whole time while violating my rights. The passport that I traveled with had an authorized ESTA, so he had no right to treat me like that and open up my whole private life. I am an ex Royal Marine Commando and I served also with USA military officials while on operations. I am shocked that I hardworking and professional citizen like myself would be abused by your immigration staff. I was treated like a suspected terrorist by your immigration officer in Detroit and I would like to know for what reason? I would also like to know why my 2nd ESTA was refused. I paid for the ESTA and I have a right to travel to the USA, however, I was refused with no reason given.</p>	<p>I've been TSA pre through being an American Airlines frequent flyer since before it was opened to the public, and once it was opened I applied and was given a known traveler number. It is TTT1149HZ9. I fly, mostly on American Airlines, about 60,000 to 75,000 miles a year. Since TSA pre started, I normally get the TSA pre clearance. That has all stopped since the return trip to Aruba, although I do not understand exactly why.</p> <p>Please issue me the ESTA on the passport mentioned above, and please advise me why the officer in Detroit searched through every personal photo and email that I had on my devices. This is against my human rights, unless he had a very good reason to do this.</p>	<p>Closed 1/12/2016 4:05 PM</p> <p>Closed 1/15/2016 5:34 PM</p>

TSA000915

(b)(6)	When I travelled to the US I was stopped before the flight left at London Gatwick. I was told it was a random stop and was asked in detail about my company and my employees. I provided all the information required and was allowed to board the aircraft. On arrival at Phoenix I was stopped again and had to wait to speak to a passport control official. This took a while and delayed me on my ongoing journey. I was again asked the same questions about my company and staff. The officer said that I shouldn't experience additional problems as he had all the information he needed. When I attempted to check in online for my return from Los Angeles I was unable to print out my boarding pass. At the airport I was stopped going through passport control and was subjected to additional security searches, including a more thorough body search. I was not allowed through as my laptop battery had run down so I had to go out again, charge my laptop and then go through the process again. Eventually I was allowed through and went to board the plane. The process to get through passport control took nearly 2 hours with all the queuing. I boarded the aircraft and then was asked to leave the aircraft to talk to the border police. They again asked me about my company and staff. Eventually I was allowed to rejoin the plane and leave.	Whilst I totally understand the need for heightened security the continual stops and questioning was both unsettling and irritating. The questions were all about my employees and from the questions I became aware of which employee was the person of interest to the border staff although at no time did anyone tell me precisely why I was being detained. The individual that was of interest is employed by me as an installation engineer. I am not aware of his politics or religion as this has never been discussed and have never met any of his friends or family. I have never visited his house or socialised with him apart from company social events. My company installs projects in high value properties in London and Europe and if this individual is a problem then I would rather he did not work for us but I cannot legally get rid of him unless I have concrete evidence. Furthermore I do not want to have to go through this process every time I travel and I am not comfortable that I am linked to someone who is of interest to the DHS. How do I disassociate myself from this individual? I would be happy to attend the US Embassy and provide any information that I can on this individual if that would help.	Closed	1/19/2016 5:34 AM
I For the last four times I have gone to a US airport, my boarding pass was marked with SSSS at the check-in counter and I was then separated for additional security screening when I was passing through airport security. The screening involved making copies of my passport, a very extensive body pat down, unpacking of all of my carry on bags, turning on all electronic devices, additional checks for liquids, and additional checks with small pieces of paper to collect materials from my person and from the contents of my carry-on. In the meantime, I was not allowed to touch any of my belongings until the process was over. The process usually took 20-25 minutes from start to finish.			Closed	1/19/2016 6:02 PM
I am a United States citizen by birth and have lived my entire life in the United States. Five years ago I was assigned a job in Dubai, United Arab Emirates by General Electric, my employer of 10 years since college. After my assignment in Dubai I was to return to the USA, however, GE had a need for their power business to be restructuring in Pakistan, reluctantly I took that job with the promise of a big promotion and repatriation to the USA thereafter for my wife and I. The pay and experience of operating a huge business was worth the risk of moving temporarily to Pakistan, so we did. Since January 2015 I have had a residence in Islamabad, Pakistan as well as my original home in the great Cincinnati area. It was not until my wife and I returned home for Thanksgiving in 2015 that the problems with CBP/TSA started. We both have Global Entry but around Nov 12, 2015 when I entered the USA my ticket stated "see agent" with a big X on it. The agent then took me to a separate room where everyone at the time was a non-citizen. I waited for 1 hour as my wife and brother had no idea where I was or what I was doing. I was not allowed to leave or make a call. My wife was very worried. Eventually I was questioned by the border agent about why I travel so much and why I am in Pakistan. I explained in intimate detail that I work for GE Power & Water and operate a \$150MM Power Generation business for the company in Pakistan. I explained that it was a unique circumstance and that GE usually never sends expats to Pakistan but our business was in trouble and they asked me to fix it. He was satisfied, took my info and granted entry. The second incidence was much worse, my wife and 6 month old daughter traveled on Dec 23 arriving in the USA on Dec 24, we cleared customs in Abu Dhabi as part of Etihad's program with the USA; again, I was brought to a separate room and told to wait for a while and eventually asked the same questions over again as I was in November. I was granted entry and proceeded with my flight. The hard part was when we arrived in JFK, we had an onward flight to Cincinnati and had we not had a 6 hour layover, we certainly would have missed it. This time, BOTH my wife and myself got "SSSS" on our plane tickets and were sent to a completely separate lane in JFK where we went through exhaustive security checks including an invasive body pat down and explosives testing of all items individually in our possession. With our 6 month old daughter in tow, this was very painful, time consuming and exhaustive. Moreover, they tried to confiscate my GE laptop with proprietary information on it; had a passer-by not offered his laptop charger they would have taken it. Through the duration of our trip we received "SSSS" on every domestic flight and were subject to the extra screening with our daughter in tow. We are both United States citizens and both have TSA Pre-Check, we were told "this doesn't matter anyone!" While I completely understand our being in Pakistan raises flags, especially with recent events in California, I would appreciate a comprehensive review of our security status so these episodes can be put behind us. I am an executive at GE and travel several times per month around the world. Continuing to be subjected to this extra security while traveling back to and within the USA is extremely painful. I believe I am providing a service to the United States government and people as I supported the sales of \$800MM in Gas Turbines to Pakistan in 2015 generating dozens of US jobs. Moreover, I support the State Department through the US Embassy in Islamabad with information on the power sector, introductions to key customers/players in the power sector, etc. I've been a key asset to driving bi-lateral trade in Pakistan for the USA and all of this at the expense of my quality of life and ultimately my security as spending significant time in Pakistan is clearly very dangerous for a Caucasian American who stands out everywhere I go. I humbly ask that the reasoning for "SSSS" and screening at immigration be reviewed so that and perceived risk associated with myself or my wife can be eliminated. Neither of us have anything to hide and would be happy to provide any level of details requested of us. Thanks for understanding. (b)(6)		Closed	1/20/2016 12:24 AM	
On my return after visiting New Zealand and flying to my residence, Cayman Islands 15 January 2016 it was necessary to fly from Auckland New Zealand to LAX and then transit to Miami and then Cayman. I was detained in a large room at LAX, full of people that were waiting to be processed. I noticed that the immigration officer that brought me in, had made a note on a small piece of paper "possible TECS match". After 4 hours and without being interviewed, I was given my documents and told to go. At the time I was suffering from excessive pain due to a groin hernia and my tablets on me had finished. I was unable to get my other tablets in my bag on the carousel that later became lost because I were not there to claim it.			Closed	1/25/2016 8:09 PM
Once Immigration Officer stamped my passport admitting me to Puerto Rico, he handed it to another officer and accompanied me to Customs, where they searched my luggage and laptop. Of course, nothing was found. No explanation was given.			Closed	1/26/2016 9:11 PM
On multiple occasions I have been stopped after traveling out of the country with my family for vacations. This includes airports, cruise line terminals and coming back from Mexico while driving. I'm never given a reason for being stopped and sometimes they don't even say anything to me, just make me sit somewhere for hours. Then other times they search all of my belongings and take mine and my wife's phones and go through all of my devices. This last time they delayed us and we almost missed our flights. Now when I travel we have to put hours between our arrival back at ports and air travel during the delays the DHS causes us. WE have 2 small babies and it's really inconvenient. This has been going on for years.	Could someone please provide information as to why I'm being stopped time and time again? Perhaps some information is inaccurate and we can get it updated?		Closed	1/31/2016 6:24 PM

TSA000916

(b)(6)	The last three times I have flown, I have been sent with a SSSS boarding pass to secondary screening which is a very unpleasant and time consuming process. My tickets are purchased by EchoStar Corporation and I fly between IAD and DEN at least twice a month ... having to spend an extra 30 minutes getting my luggage and electronics torn apart and then getting put through the full body scanner, metal detector AND then getting a full body pat down are highly questionable. The last three incidents were on UA977 from DXB to IAD on 1/1/2016, then on UA554 from IAD to DEN on 1/18/2016 and lastly on UA344 from DEN to IAD on 1/21/2016. As I mentioned below, I am flabbergasted that having a redress number, a trusted traveler number and having been cleared for TSA Pre apparently is not sufficient to "trust" me as a traveler yet. I realize my going to Pakistan must immediately classify me as a risky traveler BUT I went to visit family and it is nonsense that such an action would vault me on the TSA Selectee List. I have no criminal record and short of a few speeding tickets have never been in trouble with the law. This treatment is aggravating and unjust.	I have both a redress number (b)(6) a trusted traveler number (b)(6) Closed (b)(6) as well as TRA Pre which, of course, I have not been able to use this year. What is the point of getting all of these numbers and working hard to be a trusted traveler to suddenly find myself being screened every time with no clear explanation - this is ridiculous.	2/2/2016 1:08 PM
	When trying to return home from a visit to Egypt on January 12th, I had severe problems traveling. First, while still in Egypt, after swiping my passport in the Cairo Airport, they told me to wait and said they have to call America. The Egyptian security authorities took my United States passport, and I subsequently missed my flight and was detained. On the first day the authorities told me I dont have any problems in Egypt, but they asked me numerous questions about the United States. I ended up being detained for the rest of January 12th, January 13th, and into the evening of January 14th. Authorities came and questioned me about 4-5 times for approximately 10-15 minutes each time. I was finally allowed to board a plane and traveled to Amsterdam on January 14th in the evening. Again, in Amsterdam I had problems as the customs officers called over a supervisor. The customs agents said they had to call America and again I was delayed and it took about 3-4 hours in that airport. I had to go through extra screening again where they searched my bags and then they finally let me get on the next flight to Detroit. Finally, I was able to travel to Detroit. In Detroit after we landed the flight attendant made an announcement over the loudspeaker for me to come to the front of the plane. I gathered my things and exited the plane, where two Customs officers were waiting for me. The officers took my bags, laptop, and phone and thoroughly searched them. They took me into a room and asked me about all sorts of questions, including asking about people that attend the mosque. This took about 2 and a half to three hours. This caused me to miss my flight once again to Tampa. I finally arrived on January 16th to Tampa, FL, my destination.	This was an extremely difficult and disturbing situation for me. I am a law abiding United States Citizen and never expected to have such unreasonable delays and questioning during my travel experience. I ask you to please remedy this situation so that it does not happen again in the future. Thank you.	Closed 2/2/2016 2:16 PM
	I am owner of a used truck dealer in Costa Rica. I export equipment from the US and Canada to Costa Rica. Therefore I travel 5 to 6 times a year to the US as my job is to go to your country to buy equipment that will be exported to my country. In year 2011 in Canada, I got my passport stolen along with my laptop computer. After the incident, I went back to Costa Rica with all the proper documentation of proof that I lost my travel documents. I was issued a new passport and US visa in Costa Rica. After that I have been traveling continuously to the US and Canada. Since last Nov, 2015, I have been subject for secondary inspections in Migration and Customs, causing me big delays and even pushing me to buy overpriced airplane tickets that have big layovers in the first port of entry in the US, due to the time it takes me to clear migration and customs. In my last trip to Orlando, FL the Officer at the secondary inspection office told me to file a complaint at the DHS TRIP, to see if my case can be revised and I can avoid future delays at the different US airports in which I constantly travel. Greatly appreciate anything that could be done to make my future travels a little more comfortable. Thank you.	Closed 2/3/2016 4:44 PM	
	Esta application I have applied once and did my application on a tablet, which did not allow me to see all fields. A week/10 days later I tried again only to be not authorized again. As soon as I paid, the application said not authorized, as if it was computerized/automatic- my application was never pending- I suspect a glitch in the system- I would like to understand why I was not authorized and also for DHS to take into consideration that The first application did not have all fields available. I thank you in advance for your attention to this matter. Application esta number (b)(6)	Closed 2/5/2016 1:17 PM	
	On two consecutive days, I was marked SSSS on my boarding pass, and it said that my seat will be "Assigned at the gate". A separate line was opened for me, I went through an intrusive and traumatic body search, for health reasons I cannot go through the full body scan and I was told categorically that I cannot opt out and will not be allowed to board. I have medical reasons to opt out of the scan, and it is my right as a U.S. citizen to do so. It is appalling that I have to go through the scan - violating my constitutional and health rights - for two days in a row. Additionally, my laptop was scrutinized in a way that has left the screen messed up so I have suffered material damage as well. I was also threatened that I will have to surrender my laptop. Why? What are these rules and where are these rules published? This was discriminatory and intentionally harassing behavior and has made me stressed out about travel. Even after the searches and clearing, my boarding pass beeped everytime attracting unpleasant attention and further delays. Each day, it took one hour and I almost missed my flight.	Closed 2/17/2016 10:27 PM	
	Dear sirs, My name is (b)(6) Republic of China - Taiwan Passport Number (b)(6) During a trip to Paris, France in June 2014, I lost my Republic of China - Taiwan passport and subsequently filed a report with the local police authorities. In August 2014, I applied for a new passport with an embedded electronic chip. After that, I have traveled to the U.S.A. and the local customs authorities required me to submit to an additional identity check and questioning in regards to the lost passport. Last time, the custom in San Francisco told me my ESTA status was shown DENY on their system, but the status checked by myself on ESTA website is Authorization Approved. I also provide the print hard copy for the custom as a proof. After additional screening, I still get the entry permit. Since I travel for business purposes, those customs procedures represent a severe inconvenience. Therefore, I respectfully request that you could provide me with a valid alternative that could smoother my entry to the United States of America during my future business trips. Thus, I provide you with details regarding the passport issuing and my latest visits to the U.S.A. Passport Name: (b)(6) Nationality: Taiwan, Republic of China ESTA Application Number: (b)(6) ESTA status: Authorization Approved ESTA Expires: 2016-12-22 2014-06-29 - The passport lost in Paris Number: (b)(6) 2014-06-30 - The passport issued by Taipei Representative office in France Number: (b)(6) 2014-08-18 - The electronic chip passport issued by ministry of foreign affairs Number: (b)(6) Current use 2015-01-04 - Entered the U.S.A. from San Francisco 2015-06-22 - Entered the U.S.A. from New York 2015-10-22 - Entered the U.S.A. from San Francisco I sincerely express my gratitude for your kind assistance. (b)(6) Chou (b)(6) Tel: (b)(6) Cel: (b)(6)	Closed 2/22/2016 1:35 AM	

(b)(6)

Having SSSS on my board passes, subjecting me to secondary screening whenever I travel, has made my travel experience both difficult and humiliating. On several occasions my wife and I have been subjected to extensive and invasive questioning by TSA agents, and our personal belongs, including my laptop and smart phone, have been confiscated and searched. We find these tactics to be a deep invasion of our privacy; I understand the agencies goal for security, but I am in no way a threat and I am not comfortable with being treated like one every time I travel. Moreover, I believe TSAs targeting of me and my wife may be based on our race and religion, not for any justifiable suspicion of wrongdoing. Below are the instances in which the TSA has subjected me and my wife to unsavory delay: In January 12th, 2014, upon returning to SFO from visiting family in Iran, I was questioned for three to four hours about my contacts and family overseas. TSA agents took my belongings including backpack, wallet, flash drive and searched them, possibly copying the contents of it. I know this because when they were returned to me all items were misplaced. My wife experienced a similar four hours delay in February 2014. In April 12th, 2014, upon returning from a business trip in Germany, my point of entry into the United States was in Vancouver, Canada. I was questioned there for about six to seven hours. I was questioned extensively about my relationships and contacts overseas, the places that I have been in Germany and the people that I met. Furthermore, TSA agents took my iPhone, camera and business laptop and I believe made copies of their contents. Some of the items were taken from my possession for 6 hours. I DID NOT GIVE CONSENT FOR THESE ITEMS TO BE SEARCHED. Instead, a TSA agent handed me a card stating that he had the right to take and search my computer and other effects, then began doing so. I have been asked to give them my SIM card and provide them with the password to access the laptop and the phone. I missed connecting flight in the process and after many stressful hours, I caught the last flight to SFO. My family were in a very stressful situation as they did not know what is going on with me. In September 29th, 2014 upon my arrival to SFO airport, when I was in the passport check in line, a TSA agent approached me and asked me to leave the line and go with him for a secondary check. He stated that since I went through this process a couple of time, they want to expedite the process for me. Yet, I went through the whole secondary check, searching and questioning again. In January 7th, 2015, I have been stopped at Dubai airport before flying to SFO. The local airport agents stated that they have been tasked by an agency in the US to search me. They asked me to take all of my clothing articles off for a body search. It was the most humiliating and annoying experience that I ever had in a travel. I feel my privacy has been invaded and in my opinion, no one should go through experience like this. On the same trip and upon landing in Boston Airport, I have been stopped and went through extensive questioning, resulting missing the connecting flight to San Francisco and I had to spend the night in Boston. Ironically when I wanted to catch the connecting flight next morning, the same SSSS mark appeared on the boarding pass of the domestic connecting flight to SFO and I had to go through the whole extensive screening process again to board the flight, which I nearly missed it due to the length of the process. In September 13th, 2015, while coming back to the US through Abu Dhabi, I have been delayed for about 18 hours in the airport. According to airport staff, they had to clear me with an agency in the US first before they print the boarding pass. The airline refused to allow me to leave the airport and refused to provide accommodation for period of about 18 hours. After having the boarding pass, at the passport check point, first I have been stopped and searched by local authorities I believe on behalf of TSA. They body searched me and then asked me to wait for TSA agents. After agents questioned me and asked me to stay and wait in a room for a long period of time, they came back and did another body search. In November 1st, 2015 upon arriving to SFO airport the same issue happened again. When I asked you agent why I am subject to extensive search and delays, he suggested that if I think about it, I can figure it out and he can not provide further information. In January 3rd, 2016 upon arriving to Chicago airport, TSA agents were waiting for me at the gate and I have been asked to follow them for questioning.

I can say that I went through this process tens of times. Each time the Closed agents search all of my belongings and take almost all of the papers, cards and electronic devices that I have on me. They ask me to unlock the electronic devices and I suspect copies are made from the items mentioned above. These are just a couple of the recent incidents and there are more occasions when I or my wife traveled, we have been extensively questioned and delayed. I am very troubled by your agencies practices and request an explanation of why my wife and I are being put through such invasive and degrading screening processes. I plan on traveling to visit family and on business in the future, but I wish to do so without any hassle or delays as any other law-abiding U.S. resident would expect. I understand the agencies goal for security, but I am in no way a threat and I am not comfortable with being treated like one every time I travel. Furthermore, I would like to address any concern the TSA may have about me upfront and immediately to end this torment and save your agency the time and resources it wastes in doing so.

2/29/2016 12:45 PM

Problem printing boarding pass. It was stamped with SSSS. Excessive searching and was made to check in all my electronics. Repeated questioning during boarding and our passports were removed from us and taken to another room for a few minutes (?reason). Police escort and banned entry upon arrival at our transit location; our honeymoon location. Police escort from then on, very humiliating treatment until released at DC. Held for 22 hours at transit location and turned back to DC. At DC for 3 hours, excessive questioning, all devices removed from us and examined (possibly information removed from them). Finally saw our bags since departing DC and everything was thoroughly checked - lost 2 bags due to everything that happened. Still have no answers for all this humiliation, trouble, and ruined holiday without refunds. My wife was wth me.

Closed 3/1/2016 10:23 AM

I arrived at the US Customs on 2/21/2016 asked reasons for visiting, collected my cellphone, laptop and searched my luggage and the TSA agent found a resume. I was denied entry and stamped w/prejudice and detained for 24hrs w/no or little food to eat

Closed 3/3/2016 10:29 AM

In 2014, I traveled by plane to Las Vegas, NV. I had "SSSS" printed on my boarding pass and TSA took me into a separate room and searched my person and my bags. Also in 2014, I traveled by plane to North Carolina with my wife. I had "SSSS" printed on my boarding pass. I was separated from my wife, searched and detained for about one and one half hours. Due to the delay we missed our flight and had to board a later flight. On December 11, 2015, I was returning from a short trip to Toronto, Canada with my family by car. When we got to the US/Canada border in Buffalo, we were asked to pull over to the side of the road. We were detained for about five and one half hours before being allowed to reenter the United States. The border patrol agents confiscated my personal and work cell phones, work computer, my children's iPod, and several flash drives. They gave me a receipt detailing the items. My electronics were returned two weeks later. Also during the stop on December 11, 2015, I was questioned by three law enforcement officers who identified themselves as being DHS/FBI, IRS/FBI and a supervisor. They questioned me about my trip in Canada and also about unrelated trips I had previously taken abroad.

Closed 3/7/2016 1:56 PM

To whom it may concern: My name is [REDACTED] and I have been subjected to constant searches and questioning for the past three years during travel abroad or within the United States. Following are a few examples of the dehumanization I have experienced. On May 23rd 2014 I was escorted out of the airplane and investigated with for approximately 4 hours. I was not informed why such action was taken. All my bags and personal items were checked. My cell phone and iPad were taken and the information on these devices was backed up on Homeland Security's system (as I was informed by the officer). I also traveled from LaGuardia airport to Detroit on June 23rd 2014 and had to wait for a supervisor's authorization at the ticket counter before I was given my boarding pass. The same double authorization on the ticket counter was required on my return flight from Detroit to LaGuardia on June 31st 2014. I was subjected to the same supervisor authorization and questioning on February 26, 2016 on a United Airlines flight from LaGuardia to Washington D.C. I filed two DHS TRIP forms and received replies from Homeland Security, the first, on July 28, 2014 and, the second, on January 3, 2015 with the Redress Control Number of [REDACTED]. However, there is no change in the way I am being treated at the airport nor any clarification as to why I am being held for questioning. I demand to know why these degrading and offensive measures are being taken against me. I am willing to meet with an agent to resolve this invasive matter. I hope that you'll be able to help me get an answer for this question. Sincerely, [REDACTED] (b)(6)

Closed 3/14/2016 3:24 PM

I have always gotten an X on my passport control receipt when arriving from international travel since the automated passport control devices were installed.

Closed 3/19/2016 3:32 PM

TSA000918

<p>(b)(6)</p>	<p>My husband and I were on the way to Dhaka, Bangladesh. We are newly married and were on our way for the reception that was planned by her parents, so I would get to if there was any problem, why were we allowed to board the flight to meet her parents and her entire family. Our flight was by Turkish airlines and since it stops in Istanbul on the way to Dhaka, we decided to have a short honeymoon there, turkey in the first place? Why were we sent back instead of being allowed to proceed to our final destination? We still have not met her parents since our wedding and still have not had our wedding reception. We would still like to travel to Dhaka for these reasons but are traumatized, afraid and feel harassed by our experience. We do not know where else to turn and have already lost so much of our savings since we received no refunds for our flight, tour and 2 of bags are lost (it contained gifts for everyone in Dhaka).</p>	<p>Closed 3/21/2016 5:43 PM</p>
	<p>On Jan 24, 2016, I started my journey to the US from Budapest, Hungary to Sacramento, CA via Amsterdam and Portland on Delta flights 9694, 179, Alaska Airlines 2541. In Budapest, I was not issued all the boarding passes and asked to see agent in Amsterdam. In Amsterdam, I was selected for additional security checks at the gate before getting on to the plane. After sitting in the plane, I was asked by flight personnel to come out of the plane, and meet with US Immigration person outside who asked me several questions. It was disconcerting to be called upon while sitting in the plane and being questioned outside the plane door in full view of all the passengers and crew. Nevertheless, I kept calm and the US Immigration was professional as well. Once landed in Portland, I was selected for secondary screening by US Customs and Border Protection who, upon inquiry, told me that my name had matched a potential bad guy and they had to complete the process to clear my name. After 1 hour, the secondary screening process was complete and I went through TSA security to enter the terminal where my flight to Sacramento was going to depart. I reached the gate for my next flight 30 minutes before departure and just out of curiosity inquired if my luggage had been transferred. The airline person told me that I could not board the plane until I go through additional security checks by TSA. I informed them that I had just entered the terminal through TSA so why do I need to go through the TSA again? The airline said I had been selected for additional security check and that I will not be able to board until I go back to TSA and checked again. In view of the time, I ran back to the TSA lines, was told that I will be going through enhanced security check which included metal detector, x-ray, an extremely vigorous, uncomfortable, and humiliating pat-down procedure that I have never encountered before, turning on of all my electronic devices, and checking of each and every item in my carry on even keys and sunglasses. Even if I discount the time and other issues with all the security checks, it is very difficult to ignore the humiliating pat-down procedures. On the return leg to Budapest on March 18, 2016, I travelled from Sacramento, CA to Budapest, Hungary, via Seattle and Amsterdam on flights Delta 4754, 142, 9695. Once again, I could not print my boarding passes or check-in online. I went through additional TSA security with same process including the pat-down and checking of electronic devices and all personal items. On September 18, 2015, I travelled from Sacramento, CA to Geneva, Switzerland on flights UA 786, UA 974, and returned from Geneva to Sacramento on October 4, on flights LX 352, UA 900, UA 5402. While travelling to Geneva, I could not check-in online or print my boarding passes. At Sacramento airport, 2 airline personnel spent 25 minutes trying to go through the system to get me checked in to the flight. On my return leg, I was selected for additional security check at London Heathrow airport, then questioned by an individual from US Immigration separately, and upon landing in San Francisco, selected for secondary screening by US Customs and Border Protection. Before that, I travelled from Geneva, Switzerland to Miami, FL on June 20, 2015 on flights BA 0725 and VS 0005 and returned on June 26, 2015 on flights VS 0006 and BA 0732. On my in-bound flight, I was selected for additional security check at London Heathrow airport and upon landing in Miami, selected for secondary screening by US Customs and Border Protection. In addition to the abovementioned incidents, there have been only 4 out of 6 instances in the past 4 years where I have been selected for secondary screening by US Customs and Border Protection while entering the US and the additional security checks have been performed every-time I flew in to the US from anywhere else other than Geneva, Switzerland. When flying in to the US from London or Amsterdam, I have always been selected for additional security check before boarding the plane and questioned by US Immigration official. In one instance, on returning from Geneva, Switzerland to Detroit, MI on August 20, 2012, I was selected for secondary screening by US Customs and Border Protection, and then detained for more than 3 hours, missed my connecting flight to Madison, WI, was not allowed to use my cell phone to inform my friends that I would miss my flight. During the 3 hours, all my luggage including checked-in luggage, was checked by hand, all electronic devices and paper documents were removed and taken away for 2 hours to be checked by security.</p>	<p>I am a Professor at California State University Sacramento teaching [REDACTED] (b)(6) I have been a permanent resident of the US for the past 1 year, and have lived in the US before that for 11 years as a student and H1B worker. I frequently travel between the US and Europe and other parts of the world for family reasons and to attend academic conferences and events and will be travelling even more frequently in the future. Therefore, I am concerned with all these checks especially the new TSA additional security including the pat-down procedures. I cannot reserve the flights I would like knowing that I may be delayed upon entering the US. Now I have to go through the increased security checks every time I enter the airport or change a terminal.</p> <p>Closed 3/21/2016 6:12 PM</p>
	<p>On the 15th March 2016 I was traveling from Sydney Australia to Los Angeles, for a business / pleasure trip. I previously travelled under the Visa Waiver program. I was recently made aware of changes to the Visa Waiver program and as I had travelled to Kurdistan in Iraq I would need a formal visa. As my pending travel was within a few days I applied for a visa and urgent processing in Sydney. My visa was approved and issued on the 14th of March 2016. On the 15th of March I boarded my scheduled flight to Los Angeles QF11. Upon arrival into Los Angeles Airport (LAX) I was met by Customs and Border Protection Officers and they took my passport. Upon collecting my bags these officers escorted me to an area of the terminal. The officers told me they needed to search my bags and asked me for all my electronic devices and the passwords. I gave them my property as requested. After this they continued to search my bags and my electronics were removed from my sight. After some time I asked how long this was going to take and they told me it would not be long. Throughout this process the officers came in and out numerous times. After many hours I was told I was being moved to another area. When in this area I was further questioned by CBP officers and the FBI. Eventually I was informed my visa had been revoked whilst I was in the air after my departure from Australia. I was refused entry based upon the fact I did not have a valid visa upon arrival into the USA. I attended the US Embassy in Sydney upon my return and they stamped my VISA with Revoked. I have applied for another visa and the appointment is on 23 March at 7.45am.</p>	<p>I am a 52 year old man with business all over the world, including a racing and horse training facility in New Jersey in 2004 to 2007, I deal with Governments and business people at the highest level. I have nothing to hide and accept the laws and rules of the USA. I am at a loss as to the reason my VISA was revoked and I am struggling to understand why. As stated I have again applied for my VISA to be reissued and I am hopeful I will gain a clearer understanding of the reasons tomorrow. I was surprised to have been detained in the manner in which I was at LAX but understand this is part of the refusal process. I look forward to having the matter finalised and moving on with my business in the USA for the benefit of all concerned.</p> <p>Closed 3/21/2016 9:20 PM</p>
	<p>I am filing an inquiry to seek redress because I am repeatedly referred for secondary screening when clearing U.S. Customs and Border Protection. I believe it is because I have a record of DWI misdemeanor in the state of New York in July 2007. I do not have any other criminal records prior to this incident and thereafter in the United States and any other countries. I have never had intent to harm or risk the U.S. homeland security or the U.S. citizens. With regard to the DWI disposition, I completed all the court orders - paid fines, completed screening by health consultants, and participated in drunk driving panel. There was no jail sentence. The health consultants wrote a letter that I was not in need of alcohol treatment. After completing all the court orders, I received Certificate of Disposition from Yonkers City Court in the state of NY and Letter of Clearance from New York State DMV. All proofs can be submitted when requested. I have deeply regretted the imprudent behavior that I cannot undo. In summer 2007, I had a precious opportunity to work for IBM T.J. Watson Research Center (Yorktown Heights, NY) as a Graduate Level Co-op. IBM T.J. Watson Research Center is one of the most advanced microelectronics research centers in the world. In the excess of passion and joy, I lost my tension at one night after having a happy hour with other IBM co-ops. It was the biggest mistake in my life but I do understand such mistake was a crime. Drunk driving cannot be excused by any reason. With that biggest lesson carved in my mind, I successfully completed graduate works and earned my doctoral degree in 2010 from The University of Texas at Austin which is one of the top-tier graduate schools in the field of microelectronics. Since then, I have worked for Texas Instruments, Inc. as a R&amp;D engineer. I feel highly honored and motivated in that I am contributing to the 6th largest semiconductor company (in terms of revenue) in the world. In 2016, I was elected [REDACTED] (b)(6) based on peer recognition for my technical leadership and innovation. With the proven technical qualifications and records, I am expecting more international business trip opportunities at Texas Instruments with growing responsibilities going forward. I would greatly appreciate it if this redress claim can be accepted. Last but not least, I swear I will never commit DWI or any crime again.</p>	<p>Closed 4/4/2016 2:59 AM</p>

(b)(6)

On Dec 26th 2015, I was subjected to secondary screening while entering the USA at New York JFK via Paris CDG, flight AA45, due to issues with my ESTA visa. I am a French citizen and lived in the USA between September 2005 and May 2013. I attended Boston University under a F1 student visa, and worked for Philips Electronics North America after graduating, who had sponsored me for an H1B working visa. I returned to Europe in May 2013. I am encountering problems with my ESTA visa as I was arrested on Saturday May 29th 2010 outside of a Wonder Bar on Harvard Ave, Allston, 02134, Massachusetts, for a street fight. A quick summary of the arrest incident. An intoxicated male had approached my friend, insulted him, and threw a punch at him. I stood next to my friend at the time and grabbed the male and pushed him against a wall. My friend who had gotten punched followed up and punched the aggressor. I did not punch the aggressor. Seconds later, the police showed up and arrested all of us. We were summoned to court on June 1st 2010. The judge read the police report and immediately ordered that all the charges be Dismissed prior to Arraignment, please see the Massachusetts Court Document attached, Docket Number [REDACTED]. At the time of the incident I was in the midst of my H1B working visa application, which I was granted on December 28th 2010. I remained in the USA until May 26th 2013, and have returned to Europe since. I decided to go back to the USA for the first time since 2013 in December 2015. While applying for my ESTA visa on Dec 24th 2015, Old Application Number [REDACTED] I had misread eligibility question 2 as, Have you ever been ARRESTED AND CONVICTED for a crime that had resulted in serious damage to property, or serious harm to another person or government authority, rather than, ARRESTED OR CONVICTED, and checked the NO box, as the court ordered that the case be dismissed prior to arraignment. At the secondary inspection counter at New York JFK airport, the immigration officer questioned me whether I had ever been arrested and I immediately said yes. She realized that I had made an honest mistake while filling out the ESTA application, and granted me entrance to the USA. The immigration officer also informed me that due to my error on the eligibility question, I would always be called to secondary passport inspection with my current ESTA visa. She ordered me to re-apply for an ESTA visa before my next visit to the USA, and check the YES box for eligibility question 2. She also informed me that I would have to fill out this application to explain the incident and submit my court documents. I am planning to travel to the USA again on June 6th 2016, and have just re-applied for my ESTA visa, and checked the YES box for eligibility question 2. However my ESTA application was rejected. Travel Not Authorized, New Application Number [REDACTED] I would like to know what I could do to resolve this matter, and how I can get an ESTA visa for the USA. Please let me know if you need additional information. Thank you for your time. (b)(6)

Closed

4/23/2016 9:22 PM

(b)(6)

Hi Sir/Madam, Thanks again for your previous feedback. I traveled to Mexico this weekend Friday April 29 2016 and returned May 02 2016. My flight was Orlando FL connecting to Miami FL then to Cancun Mexico. I have not been stopped when I left the U.S. On the return it was Cancun Mexico connecting in Miami FL as the first destination to the U.S and that's where I was stopped and been inspected. I have been stopped for 6 hours at the Customs and Protection unit at the airport. I missed my flight to Orlando because of this. When I ask the CBP unit why am I stopped they say we don't know ourselves; we can only say you are free to leave or not. CBP says that they don't have a reason why they stopped me; they just follow what the agency they communicate with. If I ask them would this happen again they say it might and we have to go through the same process again; but what process I have no idea. After 6 hours of investigation and taking my phone away and who knows if they are tracking it they say am free to go! When I inform them that I have a control number that Homeland Security provided me to use when traveling they say this won't help expedite the process. Sir/Mam, I really would like you to resolve this issue as it is not resolved because I have been stopped again and longer than the first time. I know you have worked on my case before but nothing changed. I am a Mechanical Engineer and the company sends me to suppliers domestic and global, therefore, I really need to make sure I am able to travel. Not only that, this is really frustrating and annoying of what is happening. I am a U.S citizen and I live legally and in fact I design Medical Devices at my company to save lives/patients I really should not be treated this way. My company won't be able to rely on me to be sent to customers if this happens over and over again. I would like you to clear this up in the system so when I travel I don't get stopped for these long hours! At least provide some feedback in your system so all airports can see that I have been investigated twice now and they can read through what the result was. I am not living comfortable now and I don't feel safe living here in the U.S until this is cleared. I hope you understand my concern and I appreciate your cooperation. Here is my new address: (b)(6)

Closed

5/4/2016 1:17 PM

(b)(6)

Phone Number (b)(6) Regards (b)(6)

On the 29th April, 2016, I travelled 13 hours from BNE to LAX on Virgin Australia (VA) flight VA7. In my possession was a valid ESTA through the Visa Waiver Program (VWP), a return ticket to Brisbane, Australia, and valid travel insurance for my planned 88-day trip. Upon arrival, I was questioned by a CBP Officer, which was the norm based on my previous experiences with travel to the United States. Unbeknownst to me, the answers I had provided at this initial screening were not satisfactory to them. The CBP Officer informed me that I was to follow her. We went and waited at a second booth for a new CBP Officer to question my arrival and 88-day intended stay in the US. After this CBP Officer seemed dissatisfied with my responses to the same questions, I was taken to a waiting room for further questioning from yet another CBP Officer. At this point, no explanation of why I was there was provided, my phone was confiscated and my passport demanded. I was provided with a piece of paper that authorised access by CBP Officers to my mobile device after they had already taken my phone. Officer [REDACTED], who had confiscated my phone, was showing its contents to other staff members while smirking and laughing, yet I have no idea what he was showing them. While I was in the initial waiting room waiting for a CBP Supervisor to review my case, I overhead Officer [REDACTED] providing paperwork to a Virgin Australia staff member for [REDACTED]. When the VA employee asked "Is this 100 percent yet?", Officer [REDACTED] replied "Oh yeah, shes going home", and this was prior to me being interviewed by a CBP Supervisor. I was taken into another room, where all of my belongings were confiscated and I was pushed against a wall for a patted-down search, where my vagina was interfered with and menstrual cycle was questioned. From here, without any explanation, I was taken to a holding room which would be considered basic even by third-world standards. The two tiny cots provided for many detainees were dirty, and a few filthy blankets were on the floor. Officer [REDACTED] arrived to collect me for my "interview" several hours later, even though I had already heard the aforementioned statements between Officer [REDACTED] and the Virgin Australia employee stating that I was indeed going home. Officer [REDACTED] the Supervisor who carried out my interview, was smug, patronizing, gave me no chance to speak on the phone to my loved ones, and no chance to explain my case or to show him evidence that contradicted their conveniently chosen "evidence." Officer [REDACTED] advised that I was refused entry and blatantly informed me that he did not want me to speak with my fiancee as this could enable us "to talk our way out of this" - even though neither of us had, or intended to, commit any crime. To exacerbate my current state, I was later informed by other detainees in the holding room that they were allowed to personally speak with loved ones via telephone and explain their case. During my interview, Officer [REDACTED] found my crying amusing. He said "it would be a good story to tell one day" despite the fact that this was the worst experience of my life. Officer [REDACTED] continually informed me that a copy of my statement would be provided to me, yet this was never provided. Back in the holding cell, bathroom breaks were few and far between and many times the CBP Officers ignored detainees requests to use them or told us to "Wait." I was detained in the holding room until I was escorted on a returning flight to Australia, VA8, which was to depart at 11:50pm on April 29, 2016. As I waited with my CBP escorts at the gate, one of these escorts was CBP Officer [REDACTED]. I listened to him brag to the newly employed female officer also escorting me about how he couldn't believe what a "cushy job" he had at CBP after he left the Marines. To my disbelief, he announced that whenever Vietnamese or Filipino women come through CBP for questioning, he grants them entry to the US "no matter what, because they are hot." There were other CBP Officers in earshot of this conversation at Gate 131 (INTERNATIONAL TERMINAL) for flight VA8 on 04/29/16 at 11pm. This revealed to me that had I been of a different nationality, or to the liking of the CBP Officer(s) reviewing my case, that perhaps I would have been admitted to the USA based on my appearance and ethnicity. It would appear that the "power" of refusing law-abiding citizens (from any country), is at the discretion of the CBP Officers mood on the day or feelings for the traveller. I wish to have my "Refused Admission" stamp and history of this experience removed from my name and passport as I have never overstayed an ESTA, nor did I have any intention to do so in the present or future. If I was given the basic right to explain my case, by presenting evidence which demonstrated my intent to return to Australia, instead of being ignored and having CBP Officers select things which suited their basic assumptions, I would not be filing this complaint.

When trying to board my flight to Dominican Republic, I was detained for several hours, repeatedly searched, and questioned. The officers would not accept any answers as truthful. As a result I missed my flight and they kept my electronic devices. I was also falsely accused of traveling with another person of interest to them that day. I was not allowed to contact my family or legal advisor. This has happened on more than one occasion.

I would like to know how I can get the "Refused Admission" stamp on my passport removed so that I am not treated like a criminal when I travel to the US or any other country in the future. The 17 hours spent with CBP was the worst experience of my life. I am having nightmares of the holding cell and cannot get rid of the smell despite having discarded the clothing I was wearing. During my time in the holding cell and since I have returned home, I have had thoughts of self-harm, which is extremely out of character for me. The emotional trauma I was subjected to far outweigh any financial losses incurred. However, these include the flights booked to Los Angeles, my flight to New York the following day, and the hotel I was to stay in, in LA for the night of 04/29/16. I have been charged by the hotel and received a "No show forfeit" email from Southwest Airlines for failing to advise them I would not be on my flight to NYC on 04/30/2016. I can provide further documents and correlating evidence regarding my intentions to return home after 88 days, and any further documents requested. I am now applying for a B2 visa and have an interview at the US Consulate, scheduled on 05/11/16 in Perth, Australia. I sincerely hope my refusal of entry into the US on 04/29/16 does not affect this in any way, as my entire experience with CBP was unjust.

5/5/2016 11:26 PM

Closed

5/13/2016 8:56 AM

TSA000920

(b)(6)

It is with great reluctance that I am writing to complain on my experience with secondary screening via the CBP. I am hoping that this situation can be corrected as I am a frequent visitor to the United States. Firstly I would like to state that I am in no way blaming the CBP Employees as I believe that they are just doing their jobs. Now, I have number is [REDACTED]

5/13/2016 11:34 AM

been traveling with American Airlines as a non-revenue passenger since around 2008 as my wife is an employee of American Airlines Trinidad and Tobago. Since then I have been pulled into secondary almost all of the times that I traveled. Actually, I believe that the only time that I didnt was when I had to do SWIFT Training a couple years ago. Whenever they pull me in it takes almost 2-3 hours to go through their searches or whatever they do. Now it has gotten worse, like 4-5 hours, while I see people coming in and taking less than an hour. I am totally disgusted and frustrated having to do this every time I enter the US, there was even a time where I was going to Jamaica on vacation with my wife and as usual, I had to pass through Miami Intl as I am a non-revenue traveler. I was stopped both on the way and coming back to go home for more than 4 hours both times, which were only 4 days apart. The next thing is that they asked me the same questions over and over again, this is ridiculous. What can change in 4 days? I personally feel as though it is victimization for me having a Muslim name [REDACTED] and I am totally disgusted about the way I am being treated when I enter the country. It has even gotten worse now where they insist that they go through my Phone, iPad, Laptop, bags and Suitcase(s) every time I go in. This is ridiculous and an invasion of privacy. Besides, how much times will they go through the same devices/ items? Why do they have to? What are they looking for?... I am not a terrorist, I have no criminal record, I am not from Yemen, I have no family that are criminals, I dont do drugs, I dont belong to any "groups". I am not even a Muslim, I dont deal with arms and ammunition, I have never been to the middle east. The only thing that I can see that is wrong is that my name is [REDACTED] and to me that is not wrong, its just CBP perceives it to be so. I submitted a redress case before so that they can perform the necessary background checks and update my file or remove my name or whatever that has to be done to clear my name... the redress number is [REDACTED] since I did that, its like things got worse, like victimization for reporting the issue... My plea is basically to have whatever the situation is with my name cleared and to avoid having to go to secondary screening as it is very frustrating every single time. Plus I have to book connecting flights way past the time that I arrive just to cater for this nonsense, where sometimes it might cost me to book a hotel so that I can catch the next flight on the next day.

Had been through this for the first time, having the SSSS on my boarding pass, in February 2016 on my way back to DC from Germany without incident. The gate agents explained the process and I WILLINGLY complied as I agree with the necessary things that have to happen for the safety of all travelers. However, the process was nowhere near the BS described below.... On 5/15/2016, after accepting a year-long position with my organization to move to Turkey, I again encountered the SSSS alert on my boarding pass. Fine, no big deal, the first experience was pleasant and easy enough. Finally get to the TSA screening process at Dulles and I knew Id have to go through the process again, but not aware BEFORE HAND that, if my electronics do not power on, then Id have to give it up or go back to check-in to put it in my bag as an option BEFORE getting to TSA secondary screening. I understood that theyd have to swab most, if not all of, my things and test them, then Id have to get a pat-down. Fine, the one item that would not turn-on was my camera and it was flagged because it tested positive for "explosive material", at which point seemed odd, since I had also touched other things AFTER touching my camera (those things did not test positive). I was ask if I wanted a private room for pat-down or do it in the open while they searched my bags; I opted for a private room, at which the woman who was to pat me down seemed annoyed (if thats my choice, then why does it seem like Im inconveniencing you?). I had become visibly miffed that my camera would not turn on for me (nor had time to wait for the battery to charge even though we tried). The TSA agent told me Id have to go through the entire process again if I put my camera in my checked luggage and also said that Id have time to still catch my flight, that was not a guarantee that I could still catch my flight. I had to opt to surrender my camera that I had for 8 years with no problems taking through airports previously. EVER! The thing sat in a closet inside a case. I had been dropped off at the airport by family who live hours away from the airport, so I couldnt even give it to them, I had no real time to start the process over with any of the "solutions" to save my camera. I purchased that camera with MY money and not knowing where it went/is going infuriates me, all because my name or where Ive been is "suspicious" but Im told its because I was in W. Africa and Turkey. I have not traveled anywhere unless it was for WORK!

Closed

5/16/2016 2:22 AM

If I am a Selectee, then WHY does my name not send a red flag during the visa process or passport process to at least give me a chance to dispute/defend myself before crap like this? WHY? I could understand going through the process with a TSA escort to check the camera in my belongings, by way of ensuring that Id catch my flight; but that was not even part of the process. I want to know why Im on this watchlist or whatever it is?

As I was arriving back to the US after 2 days in Niagra Falls Canada I drove to the border crossing at the Rainbow Bridge Border Station. After stopping at the booth at the border I was removed from my wife and I were asked to get out of the vehicle and there was about 6 border agents that escorted us to the office there. They then told us that it was just a routine inquiry. After watching many people coming in and out of the inspection station I knew this was not routine. I was detained about 2 and a half hours while they searched my vehicle, my electronic devices, our personal belongings and all of our pictures including items that were personal. Every time I return to the US this has been happening that I am detained and forced to be subjected to these indignities that as an american citizen I dont think that I should be subjected to as I travel with My wife and friends when we are on holiday. I was once told by border agents at Newark Airport that I wouldnt be undergoing extra screening if I was not guilty of something. When I ask why I was being detained they told me that they dont have to tell me anything and that I had just better sit down and wait to be released.

5/17/2016 9:12 PM

I have no problems going into other countries and I have never been subjected to such indignities except from my home county that tells the world that we have the greatest freedoms that the world has to offer. Well after being detained numerous times when returning to the country of my birth Im doubting that we have all of the freedoms that we tell others we have. If I have committed a crime its about time someone has told me so that I can properly defend myself or just clear my record so that I can stop being denied my constitutional rights of innocent until proven guilty.

I entered USA at Chicago airport on 9th April with intent to visit my friend [REDACTED] who is USA citizen and had guaranteed for myself in VISA obtaining process. I had regular visa obtained by American embassy in Podgorica, Montenegro. I was denied entrance in USA. Later I had info from USA embassy in Podgorica that reason for VISA cancellation was that ticket have been booked for 6 months instead of 3 months WHICH IS NOT TRUE. You can check this on ticket picture sent by mail. What is worse I was pushed, beaten, offended by GUN armed officer. I was detained half naked in cold cell in bad conditions for long time without beverage and food, and any kind of explanation and possibility to make call to anyone. Although I dont speak English, end without proper interpreter they forced me to sign bunch of documents which I didnt know what they mean and what is their purpose.

I am not asking for new VISA but for apologize and redress: for VISA and travel expenses and for suffered maltreatment and humiliation that affected my health. Especially, as I have diabetes, my blood sugar level raise starting from that episode. For all stated there should be video surveillance proofs on airport security cameras.

5/18/2016 6:18 PM

TSA000921

(b)(6)

<p>Colombia. At the Atlanta immigration entrance port, I was interviewed by an officer whom at first showed anger when I greeted him in Spanish, cause I dont speak English I am a very decent person with family principles, good education and fluently . The Officers first question what was my purpose of the trip and I answer it was my vacation time. His next question was in regards to my returning ticket date, in which I told him my ticket was for October 25, but that my intent was to be with my parents maybe for a few weeks. He appeared annoyed by that answer and he said my words have no sense, that is when I requested an interpretor to understand what the Officer was saying and for me to be understood. He then put my passport in a plastic in any misunderstanding like this -not even a traffic ticket situation- bag and directed to me to a waiting room; it was approximately 1:40pm at this point. At around 4 pm I was still waiting, and due to stress, the room being cold, anxiety and frustration, I felt the need to go the bathroom, so I asked to use the restroom. The officers allowed me to use the bathroom, but in a very intimidating way, they told me not to run, because well get him, I think why should I run? After a while a female translater came in and the questions began. The main questions revolved on my purpose for the trip, which I told them that it was to spend quality time with my parents and attend some rock concerts and enjoy the outdoors in my bicycle in Salt Lake City. I explained to them that on my previous trip I was unable to relax and visit places as my dad who has been diagnosed with cancer needed attention. In addition, during my previous trip my mom also fell sick and required to be hospitalized and be bed ridden for a while. Both of my parents are American Citizens and they rely on each other, hence my previous visit was busy with taking care of them. The officers didnt feel I was telling the truth about wanting to see concerts and madefun of the simple fact of wanting to see concerts while in Salt Lake City. They further questioned me to what type of concerts I was interested in attending, in which I replied Sebastian Bach, Slipknot, Marilyn Manson, Korn, Def leopard and Black Sabbath. One Officer than asked me what was my favorite song from Black Sabbath, in which I replied War Pigs and Paranoid, they turned laughed and told me that is not correct, which as an avid Black Sabbath fan I knew different, but it didnt seem to matter to them. I then requested to call my father in Salt Lake City, to which they told me that request will be considered later. The officers directing the interview ordered me to give a cell phone and to have a seat. After some time they called me again and in threatening manner one officer said they wanted to know how long I worked in my previous trip and how much I make. I told them that through my laptop I completed my personal projects, I am a Designer and from Colombia some projects needed completion I completed my personal , and about \$2.500 was set for couple projects. The Officer expressed frustration and anger because they said some messages in my cell phone tell them about some work and revenue from that work. At this point I understood my cell phone had been searched without my consent. The Officer told me it is an offense to lie to an US Immigration Officer and I told him that I was telling the truth, the Officers were pushing me hard to tell them what they wanted to hear. I felt my integrity was at risk, I was scared, exhausted, humiliated, petrified and I was thinking that maybe telling them what they wanted to hear, my nightmare would end. At the end of the interview I signed some papers which the final questions were if I was forced and intimidated to answer, in which I answered NO. I knew that was not the right answer, but I was scared from the beginning due to the attitude and demeanor the Officer who was dealing with me portrayed. Finally, I was able to call my dad in Salt Lake City and I was directed to another room in which I was held until I got placed in the flight back to Bogota, Colombia.</p>	Closed	5/20/2016 11:37 PM	
<p>I am a british citizen and a solicitor who recently got a job with a us company to head up the immigration team in the uk. I was invited to attend a meeting and training at the us headquarters in bradenton. I applied for an esta and confirmed in the questions asked that I was refused a us visit visa for a wedding in 2011 because the immigration officer in his infinite wisdom assumed that I didnt have enough ties in the uk to return to the uk even though I showed that I was in employment in the uk and have family in the uk. I was also informed that if I had a mortgage in the uk, then that would be sufficient. Then I had an indefinite leave to remain in the uk. I obtained my british citizen the next year and had no intentions of coming to the us until I got this job with a us company where I have been required to do a mandatory training in the us. I applied for an esta and was rejected on the basis that I had been refused a visa in the past. This is so upsetting and distressing as my employer had on the basis that I was a british citizen booked return tickets to the us, hotel reservations were made and car rental booked for me. Also, other counsels from other operational regions in europe and asia were booked to fly in for our meeting. Now I have been unreasonably refused entry and requested to obtain a visa, the process about 4 weeks before one is granted.</p>	<p>My employer has lost monies expended for my travel and accommodation. I have lost a meeting with other counsels from other parts of the world who flew in just for this meeting, missed taking my laptop and phone which I am required to use for my job in the uk, and cannot do work until it is delivered to me. I feel like I am being punished when I havent committed any offence and it is not just very unfair but outright unreasonable. I live in the uk with my 4year old son who is in school and who is close to family. I cannot even conceive the thought of relocating to another country. We are well settled in the uk and this notion that everyone wants to live in the us is not right because I am one of those who do not wish to settle in the us. I only wanted to attend meetings in relation to my work based in the uk.</p>	Closed	5/29/2016 11:01 AM
<p>I am always referred to go through secondary screening when clearing US customs. On May 16, 2016 while traveling to Denver from Vancouver (Canada) for a business trip, a CBP officer from the secondary screening handed me some information about the DHS TRIP and told me that if I qualified, it can save me a lot of time and hassle when ever traveling to the US.</p>	<p>When I was 18 years old, I had a one-time incident in which I tried to use a stolen credit card. I was apprehended, convicted and given a sentence of 24 months probation as a result. It was the biggest mistake I have ever made in my entire life. Since then I have worked hard to get my life back on track and become a contributing member of society. I have completed a technical college program and obtained an electronics engineering degree and am able to work in a fulfilling career in the medical industry. My company specializes in dialysis therapy and equipment for renal/kidney failure patients. My responsibility is to provide technical field support for home dialysis patients in the provinces of BC and Yukon. In 2005, while traveling with family for a wedding to Sacramento, I had tried to enter the US from the Peace Arch border crossing (between Surrey BC and Blaine Washington) where I was denied entry for the first time. I was told because of my record, that I was inadmissible to the US and that I would need to apply for a waiver. In 2008, after filing an I-192 form (Advance Permission to Enter as a Nonimmigrant) I was given a letter and the determination from the Admissibility Review Office that I would be eligible for travel to the US. Also that year, I was awarded a full pardon by the government of Canada (National Parole Board) in which my conviction record was expunged. The pardon letter states that I was of good conduct and that the conviction should no longer reflect adversely on my character unless it ceases to exist or is subsequently revoked. I am pleased to say that I am now 36 years old and have really turned my life around in the last 18 years. I can honestly say that I am a law abiding citizen and will continue to be a contributing member of society through leadership, volunteer and respect of the community.</p>	Closed	5/31/2016 12:17 AM

TSA000922

(b)(6)

Hello, I am a Canadian citizen that tried to go to the States May 12, 2016 but was denied entry. Here is a quick background of my travels to the States. On Feb.25th 2016, I was allowed entry into the U.S. by a CBP officer. He stamped my passport saying I could stay until August 26th, 2016. On May 20th, the day the incident took place, I went back to the States but I was denied entry. My cellphone was detained by a CBP officer [REDACTED] name on the shirt. I understand he was doing his job. I did not mind that my cellphone was taken because I have nothing to hide. The way that the situation was handled however, left me feeling really sad. Not only did officer [REDACTED] not treat me with the respect and courtesy that any person deserves, he also twisted and omitted my words in my statement so that the words would reflect poorly on me. For example, when asked how long I would be staying in the States, I said "One month. Mid-June." Instead he typed "Umm, one month." I asked him if he could please add that I had said mid-June as that is when I knew I would be coming back as I already had a flight booked to Toronto from Vancouver for June 17th, 2016. He scoffed. He also took parts of my e-mails to mean that I was going to be working in the States, and despite me having been completely honest with him about the fact that I would NOT be working in the States and having told him of an e-mail that specifically stated that I would not be getting paid, he still added in my statement that I would possibly be nannying and seeking illegal work as a vocal coach. I explained to him that I used to nanny [REDACTED] when she lived in Vancouver, Canada. I am good friends with her and her parents and we've stayed in touch. I've always wanted to see Portland and thought it would be fun to visit with them. I also told him that another officer had stamped my passport showing that I could stay until August. Officer [REDACTED] exact words were, "Well Im not him. There are good cops and bad cops. Im a bad cop everyday. Now is one my favourites, would you like to be barred for five years?" I would like to add that I am a musician, something I explained to him when he asked me about [REDACTED] my stage name. I explained that since January 2016, my parents had wanted me to quit my work as a music teacher and focus on my career as an artist. My parents are supportive of my craft and would rather me live at home than have me worry about paying bills (car and rent). In my statement, under residence, he added that I have no residence which is not true. I told him that since I had quit my work to go focus on my own company, Versus Records, I needed to cut down on some costs. In my statement, he added that I got rid of my car because I can't make payments. I told him that I transferred the car to my parents but that I still pay insurance on it. Also, he asked me about my cellphone bill and I told him I had gotten rid of my CURRENT plan. I am now on a more basic plan. Instead he added in my statement that I "dropped my phone plan because I could not make payments." When I confronted him about my words being altered he did nothing about it. Under employment, he put that I have no work, which is false. I told him that I am self-employed at my record label Versus Records where I teach music and make productions for singers. A very kind officer on Feb 25th 2016 once said that I should have my parents write a letter to confirm that I am living with them. So, I brought the letter that both parents signed and showed it to officer [REDACTED]. He threw it back at me saying, "We don't take letters from mothers." I was really disappointed and felt bullied. He also commented that I had been searching the web for places to live in the States. I clarified that my boyfriend was the one doing the searching. Since he doesn't own a laptop, he used mine. I told him that my boyfriend was ALSO looking at places in Vancouver. He was looking for fun and out of curiosity because in a few years he would like to buy property. He asked me how much money I had in my bank account. I told him the truth (~\$10). However, I ALSO said that I had \$80 American cash on me and of course this was not added to my statement. I explained that my parents give me money when I need it for spending and my music project. I was completely open and honest about everything and despite what I said, it seemed like he was still looking for a reason to not let me in. He asked me why I didn't have a return flight and I explained to him the reason: My friend [REDACTED] is a co-pilot for Alaska Airlines. He gives me buddy pass links where I can buy one-way tickets that are a lot more reasonable in price. Unfortunately, these links only allow me to buy one way at a time. I bought one-way and hadn't bought my return yet, something that I now regret not doing. When the officer told me this was a problem, I offered to buy a return on the spot but instead he had already made up his mind about me.

I'd like to add here that whenever an officer has asked me how long I would be staying in the States, I have always been completely honest with my duration of stay. If I say 1 month, I come back in 1 month. If I say 2 weeks, I am back within 2 weeks. I would also like to add that before having been escorted to officer [REDACTED] was almost let through. As the officer is letting me go through, he hands me back my passport and ticket and said very nicely, "Have fun. Don't stay long." I told him the truth as I walked past him and told him that I would be back in a month, mid-June. The officer then stopped and asked me to return. If I had said nothing, I would have gone through. I am an honest person and feel that I was unfairly treated despite having been honest. The kind officer that stamped my passport on Feb.25th and said I could stay until August 2016, asked me if my boyfriend and I ever intended to get married. I told him the truth and that is yes. We are in love. I explained that we wanted to apply for a fiance visa one day soon. He was pleased that I even knew about the visa and that I was taking the correct steps should I decide to file for immigration one day. I said the same thing to officer [REDACTED] but instead he twisted my words and took them to mean that I intend to live in the States now. I don't feel that it is fair that my words were changed. I also feel that officer [REDACTED] pre-judged me because I gave my car to my parents even though I still pay for the insurance, and that I don't pay rent. He used these facts about my life against me and I don't think that's right. I am very grateful that I have parents that are helping me achieve my dreams. I don't think that my passport should be flagged because my parents support my career as a musician and everything that entails. I am an honest person with nothing to hide. I take pride in the fact that I am a great civilian with no criminal record. I would never do anything illegal.

6/1/2016 8:44 PM

On 18 Feb 2016 when returning to the US for vacation from working overseas I was singled out for additional screening both at YYK and again at EWR. When I returned to work on 20 Mar 2016 from Greensboro NC I was again selected for additional screening. This happened on every flight I took.

Closed

6/7/2016 3:31 AM

A little about myself, I am a disable combat veteran who continues to serve my country by contracting for the U.S. Department of State in various overseas locations. While I understand the need for random screenings I feel I have been needlessly harassed by these events. I have a clearance for most all of my adult life and currently hold a USDS Secret clearance as necessitated by my current position as a WPS contractor. I can provide verification if it would be helpful. My time at home is limited due to the type of work I do. I feel that a cleared U.S. Citizen travelling internationally for work in support of U.S. Diplomatic Missions as a right to feel harassed when he is singled out on every leg of a flight he takes to and from work. Again I fully understand the point of security and screenings but I feel we can all agree this system is needs some improvements in both its efficiency and effectiveness. I believe the OIG noted this in last years report. The staff that conducted the additional screenings at both locations were extremely rude I waited over 20 minutes both times simply for the screeners to show up and in both cases the screening in total lasted well over an hour from initially being informed to completion. I was also informed that if my numerous electronic devices where not charged and were unable to be turned on they would be confiscated and I would not ever get them back.

Closed

6/8/2016 6:47 PM

As a small business owner in Hamilton Ontario that lives close to the Lewiston NY border, I travel across to the USA often (about 20-30 times a year). I go to pick up commercial goods purchased via eBay at the UPS depot close to the border using my Toyota Corolla car license [REDACTED]. The car is always empty by the way. I declare this and come in to pay the user fee of \$13.05 USD which is no real problem, but it is a bit odd since half of the fee is for agricultural inspection and I work in the electronics field. I have been informed twice now when I went through the border at the Ambassador bridge that my profile has been given a status of automatic secondary inspection, even when I go for trade shows or sales calls that have nothing to do with a UPS run. After hours waiting at that busy border the advice to go back and talk to the supervisor at the Lewiston Bridge was recommended. I did so on my last trip June 1, 2016 and they told me that I had to apply through this website to get whatever status is on my account removed. As I have never had any issues at the border and travel frequently, I suspect that a border officer named [REDACTED] statued my account about 1.5 years ago when I asked for backup information of the user fee which they started to administer for UPS pickups even though it was originally passed by Reagan in 1985. To be fair, when I have gone into the US for personal reasons the Lewiston border folks have let me go after a secondary meeting. It is just that the need for a secondary meeting always is mostly because of some issue on what is on my account which I know about and the supervisor I met with said that I should not have. All I ask is that the automatic secondary inspection be lifted and that since we depend upon USA access and have always been upfront and truthful - that the slightly negative connotation we seem to have attracted be amended. Thank you for considering this request...

Closed

6/8/2016 6:47 PM

I'm a PhD student (4th year) on an F1 visa. I am from Spain. Since July 2015, I have been stopped by CBP upon entry to the US and referred to secondary inspection every time. It has happened the last 5 times I have entered the US. Every time this happens I have to wait between one hour and 2.5 hours. I'm not allowed to use my phone or any other electronic device, nor can I let my family know that I am fine. No one will tell me what's wrong with my documents and why this is happening to me. I have lived in the US for a combined time of 6 years and this had never happened before. My school (MIT) says that they can't help me and that this application is my only hope. Whenever I'm in secondary inspection, I'm released as soon as an officer handles my case. Most of the times they do not even ask me any questions, and just tell me that I'm free to go. However this takes 2.5 hours some times. Please help me fix this problem. Thank you for your help.

CBP officers are extremely rude and condescending. You can't talk to them, as any attempt to ask why this is happening will result in them getting pissed and telling you to sit down and shut up. Also, they do not even know the rules themselves. Last time I asked an officer why I was being kept in the inspection room, he told me that this is always the case for every F1 student upon entry to the US, why I know is completely false, as I have been a F1 student for many years. Thank you for your help.

Closed

6/10/2016 7:36 PM

TSA000923

(b)(6)

On June 13, 1100pm my flight, Guadalajara to Fresno, CA, landed. I proceeded through Customs on the primary passport check. As I was leaving, I was asked if I had any luggage from a baggage airport employee, not customs employee. I told him no and he said loudly that I didn't. The Customs officer asked me and I told him no. He asked me how many days I was in Mexico and I told him one. I understand when he sent me to sit in a small room, later with approximately 16-20 people. After no communication from customs and 25 minutes, I asked the Supervisor [REDACTED] what was going on. She said I was being held for undisclosed reasons. I asked her how much longer since there was no one attending to us sitting in the room. SHE SAID AN HOUR OR MORE. I went back to the room. After several peoples phones went off, she continue to order people to shut off there phones. About an hour past while in the room, I went back outside and asked her how much longer. She said 10-15 minutes before they got an officer to start helping us in the room. After about 1.5 hours, an officer came in. She began to run passports on her computer. Within 12-15 minutes, I was released when she got to my passport. It appeared she ran my passport and released me within 4 minutes. I was released somewhere before 1am on 6/14, approximately two hours after my flight landed.

First, I would like to ask if 1.5-2 hours is reasonable to detain me. No one was being processed in the room and we, as a whole room, were given any communication as of what was going on or expected time. Second, [REDACTED] ordered us to put away our cellphones, and turn them off. Is this right? We have families that expect us. We are ordered to not use our cell phone and to turn them off. Even arrested criminals have rights to use a telephone within a time frame. So my biggest concern is: Is it REASONABLE to be detained for two hours. BASED on this circumstance? What ever it is, lack of personal, or etc., it was not right to be held in a room and not allowed to make any contact outside of this room. My family wants to know. I also contacted the Airport Media Relations to inform them of this event. I know they have no control of what you do, but it reflect on them as what is going on in the Fresno Airport.

Closed  
6/14/2016 4:45 PM

Upon each reentry to the United States from separate trips to China, Chile, and Costa Rica, I always print my entry form from the automated kiosk, and my form is always returned with a big X on it. I am then asked to proceed for additional screening. The agent at the counter always tells me the reason for this is my name is very common. After this, my passport is taken away. I am told not to use any mobile device, and I wait about thirty minutes or so in a room until Im cleared. In China, I was at Tsinghua University where I worked with a research group on creating smartphone applications for multispectral cameras. In Costa Rica, I was exploring the country with my family, but I was the only one of my family of three to be pulled aside upon reentry. In Chile, I was working on a project that helps micro businesses achieve greater revenues through data analysis. Thank you.

Closed  
6/19/2016 6:51 PM

US Customs agent at Boston Airport was kind enough to refer me to this site to file this complaint. As a businessman, for more than 5 years of frequent traveling abroad, Im always stopped from the ticket counter to boarding the plane. Even worse is when I get back to the country where I am always screened for questioning. At NY airport Im always picked up by US customs agents at the gate of the plane. Screening my belongings, including but not limited to my phone, laptop, camera, invoices, and etc. causes a great deal of delays and I always miss my connecting flights. Most of the time I book a hotel to stay overnight, at my own expense, simply to catch my next available connecting flights. All these questioning by now should give the Homeland Security and Border Protection all the indications that Im no threat to my country whatsoever and that my name, origin, ethnicity, religion, and background should not be a reason for habitual humiliation at airports.

Closed  
6/22/2016 1:35 PM

First, 99% of my travel is due to my job requirements with Cisco Systems. All was well and I was a Global Entry holder. Suddenly my global entry was revoked and every time that I travel the ticket rep. has to call a second number, relay my passport information, wait 20-45 minutes then get a code to clear me for boarding. After that, depending on the airport, I may or may not be escorted to security. At security I undergo an advanced screening to include testing any liquids and a very thorough search that leaves my laptop bag trashed. After I am permitted through I am again checked at the gate, oftentimes patted down again as well. Once they missed me in Atlanta coming through the line and pulled me off teh plane to be searched, as well as searching my belongings in place. That was extremely embarrassing. On my connecting flights there are always a minimum of 6 people waiting for me at my gate and the bag search/oftentimes pat down happens again. Clearing customs from Canada to teh US took nearly 2 hours and almost made me miss my flight.

I kindly request that my complaint be thoroughly reviewed and the following points must be addressed: 1- When I hand my passport to an airline agent, I should not be asked to wait for hours to get a phone clearance at all national and international airports. 2- When I get my boarding tickets, SSSS should be removed and be treated as a US citizen, not as an Arab or Muslim that MUST be watched at all times. 3- When I board the plane I should not be subjected to further searches. 4- When I return, I should not be held for hours and hours to miss my connecting flights.

Closed  
6/30/2016 8:31 AM

Im a U.S. Diplomat working for the U.S. Department of State as a Foreign Service Officer with a Top-Secret Clearance issued by the United States Government. From May 2015-June 2016, I was posted to the U.S. Embassy in Islamabad, Pakistan. Whenever I traveled to the U.S. since May 2015, I was subjected to secondary screening from U.S. Customs and Border Protection as well as by Transportation Security Administration (TSA). While attempting pre clearance by U.S. CBP at Halifax Airport in Nova Scotia, Canada, I was placed in secondary screening for over one hour. After CBP made multiple phone calls, I was finally cleared, however I missed my flight and had to wait another 8 hours for the next flight. Also, while going through TSA security clearance at the airport, I was always flagged for secondary as depicted by the four "SSSS" on my boarding pass, both on 26 June 2016 while flying from Halifax to Baltimore, as well as when flying on 01 July 2016 from Washington Dulles Airport to Seattle-Tacoma (SeaTac) airport. During the 01 July screening, I was physically searched extensively, including my private body parts. I also had to check in my laptop, cell phone, and iPad because they werent charged and wouldnt turn on for screening, costing me extra fees and forcing me to go back to stand in United Airline check-in lines to check in my bag, almost costing me to catch my flight. My check-in luggage was also searched. Further, while clearing U.S. customs in December 2015 at SeaTac airport when I was coming back for R&R vacation from my posting at U.S. Embassy Islamabad, Pakistan, I was subjected to secondary screening by CBP. Please advise if you would like proof of my employment as a U.S. Diplomat. I possess a diplomatic passport and a U.S. Department of State identification card.

PLEASE help me clear this- Im a broken down nearly 58 year old male with a bad shoulder, bad knees and absolutely no threat to anyone. Im mainstream/conservative politically, no criminal record, not even a traffic ticket in over 2 decades. This is killing me on business trips since I know that I need to tack on an extra 2 hours for the airport delay. At my age the travel my job require kills me anyhow and having to arrive at the airport at 4am instead of 6 gets old. From the government standpoint, this wastes a ton of manpower, attention and money on someone who is totally harmless while possibly neglecting someone who IS a threat. Please assist as quickly as possible, this is totally incomprehensible to me. Thank you [REDACTED]

Closed  
7/3/2016 6:36 PM

[REDACTED]  
I would greatly appreciate any assistance you can provide in minimizing the additional secondary screening I encounter by TSA and CBP. I would be willing to meet and have an interview with TSA and/or CBP officials to minimize the additional scrutiny I encounter, particularly as a fellow USG employee who also works towards advancing Americas national security. It is unfortunate that I encounter this scrutiny but I am hopeful that through dialogue with your services, that this can stop. Thank you very much.

Closed  
7/3/2016 6:36 PM

TSA000924

(b)(6)

Just after passing through customs and getting my stamp, a different US customs officer, (b)(6) called me into secondary questioning. He demanded I hand over my phone, I did willingly. He asked who I was going to see, and I told him (b)(6). He asked how we met, and I said Bumble, a dating app. He asked if (b)(6) paid for my flight, and I said yes. He then proceeded to question whether Im an escort and spent the majority of what was approximately 1.5 hours of interrogation trying to get me to tell him how much I was being paid by (b)(6) to fly out and see him; which was nothing. He kept telling me I was lying to him, not cooperating, raising my voice and being disrespectful; none of which was the case. I told him the truth about everything and very respectfully, whilst through tears and sobbing. He mocked me for crying and kept telling me to stop because no one is going to help me. Early on during questioning he asked whether or not I have been arrested, which I answered yes. He barely reverted back to that except when he would say, if you simply tell me how much you're being paid by (b)(6) I will let your past arrest go unnoticed. He told me escorting is legal so why am I bothering to lie. He went through my photos and asked, is this what you wore to escort in this week, to a picture of me in jeans and a low cut blouse. This made me feel extremely uncomfortable. He asked numerous times if I had a job, which I replied yes. He said if he called my boss would he find out I just quit? to which I offered to show pay stubs from the past week or for him to call my boss but he disregarded both. He also asked how much money I have in my bank account. I begged him to read my conversation with (b)(6) or my friends where it was clear I was pursuing a genuine relationship. Throughout the process he kept patronizing me saying have I once raised my voice at you? Have I been mean to you? Why are you crying? How old are you? During the questioning, he also asked me what social media sites I was a part of. I listed them all and he said, no, there is one more, and was looking at his computer and said he could see another. I insisted those were all I knew of and he told me I was on Seeking Arrangements. I told him that is not possible unless someone used my name or unless I made an account out of curiosity but could not recall doing so and was absolutely not active on it. He passed me my phone, told me to sign in, and had already pulled up the login page on my browser for me. I assured him I did not have an account. I had my admission withdrawn and was escorted out by (b)(6) with a second customs officer. I asked what the reasoning was and he reverted back to my failure to provide proper documentation of my arrest even though he spent the whole time interrogating me about being an escort and said my lack of cooperation and lies are the reason he is denying me. April 19, 2016. I was traveling with a close friend to visit her boyfriend in Dallas, Texas and to attend a country concert. I had a letter of reference from my MP supporting my trip to the US and validating my citizenship. I also had a letter of employment from my boss and the paperwork from my arrest, from which no charges were laid. I had to go into secondary questioning once again. I waited approximately 40 minutes before being served while at least 5 people who came in after me were helped first even though I was told we were being served on a first come first serve basis. It was not until (b)(6) was available that I was finally called up. He recognized me and asked for my court papers, which I produced. He seemed satisfied with them after showing his superior. He asked me again about which social media sites I was a part of and when I said no to Seeking Arrangements he tried to deny me access to the US based on lying to him last time. I asked to speak to his supervisor and explained how last time I never once admitted to being a part of the site and that (b)(6) tried to coerce me into believing I had an account. I had never acknowledged this as true and said they could look at the security cameras as proof. After that, (b)(6) dropped the issue but questioned me further. He asked who paid for this flight, I did. He asked the purpose of my trip and I showed him the concert tickets. He asked for my phone, I said my lawyer told me I do not need to give it to you and (b)(6) replied you are right, and I do not need to let you into the US so you can leave right now. I handed him my phone. He asked if I was going to see (b)(6) and I said no. He asked why (b)(6) had sent me a photo of a flight to Dallas and I told him (b)(6) was considering that flight if his work will allow him the time off. (b)(6) asked again, are you going to see (b)(6) and I said, No, that is not the purpose of my trip, I booked this trip before I knew (b)(6) if he comes, it is simply a bonus. He said he was going to deny me today based on lying to a US customs officer to gain entry into the US.

(Continued) I asked to speak to his supervisor and explained I was not lying, I was not going to see (b)(6) as he did not yet have a flight. The supervisor looked at (b)(6) and asked him, have you ever committed a murder? (b)(6) replies no. The supervisor looks at me and mockingly says, see, it is that easy to answer a question, do you understand what the term misrepresentation means? and gave (b)(6) permission to deny me. (b)(6) told me I would need a waiver to be able to travel to the US, and told me how to obtain it. I was not told how long I am denied for and was too upset to think to ask at the time. I did nothing for (b)(6) to have pulled me into secondary questioning, especially after already having received my stamp into the US. I am certain I was discriminated against solely based on gender, being a young, (attractive) female traveling alone. There is ZERO reason for him to accuse me of being an escort, which is sexual harassment in itself. He coerced me into believing I had an account on Seeking Arrangements which is false. I felt sexually harassed when he went through my photos and showed me a picture asking if that is what I wore to escort in this week. His mocking was abusive. Escorting out like a criminal with another officer was humiliating and unnecessary. The whole situation I was cooperating and truthful, yet I was completely helpless and under constant attack. He was digging up irrelevant questions, on his fabricated theory I was an escort and humiliated and verbally abused me. I want to appeal this denial to the US because I have never lied to a US customs officer or been or tried to be an escort. I do not want troubles crossing the US border in the future as this entire situation was completely unjust. I do not want this man to continue to abuse other young, female travelers like myself, which I know is he still doing, because the EXACT same situation happened to a close friend. (b)(6)  
(b)(6) Please help me clear this up.

Closed

7/5/2016 11:56 AM

Off loaded from booked flight Dublin to Boston by Border Control after being interviewed by USA Border Control, treated in an appalling and humiliating manner by a female officer, who removed her name badge so unable to confirm her name. She laughed at the contents of my suitcase, throw my possessions, including laptop and mobile phone, on the desk, laughing at the content of mobile phone, when she grabbed it from me, showing it to another female colleague and speaking to each other in Spanish and laughing. I was denied the opportunity to speak as she would ask a question and then interrupt and talk over me. She did not give me a formal reason, or document, explaining why I was refused entry to USA but stated "Who do you think will be staying in the USA. It won't be you, it will be me, cos I live there. You're off-loaded. How do you like them apples". Her actions were to humiliate, ridicule and embarrass me to her (and her Spanish female colleagues) delight. Is this really how your USA Border Control Officers should treat another human being? She did not attempt to undertake any checks, contact my friends in Boston or try and verify the little information I tried to give her.

I had booked a return trip to USA, due to leave the USA on 28 September 2016, well within the ESTA regulations. It was my intention to spend this time travelling around but use Boston as a base, as I have friends there that were expecting me. I was left abandoned in Dublin and offered no assistance by anyone. I repeat that I was not given an official explanation for the refusal other than being told that she said I was talking "bullshit" to quote the USA female Border Control Officer - and that was the end of my dream trip to the USA. I have no idea about my status for future trips, am I no longer ever able to go to the USA - your Officer was too busy having fun humiliating me to act in anything close to a professional manner, I wish to appeal the decision to refuse me entry to the USA.

Closed

7/11/2016 10:47 AM

Translated by Google Translate: I (b)(6) and my mom and (b)(6) We left Mexico the day August 30, 2015 crossed the border on the same day Presido tx 30. We arrived at Seminole Tx. with my brother. My mom had some money (like 3000 us do not remember exactly how much) with my brother and we got to pick it up to take him to Canada, before reaching the border Detroit Windsor called my son (b)(6) and (b)(6) to come (b)(6) for us to escort us to cross the border because I do not speak English. When (b)(6) and (b)(6) Windsor to Detroit lead as USDOL 4000 I leave him when I went to Mexico to not leave the house. he puts them in his briefcase and forgot laptop that had therefore told customs that had no money where actually were those 4000 USDOL. they checked and found those USDOL 4000. I was waiting in a Mc Donalds. they came for us and before crossing the border to Windsor we stopped us at the duty free customs. We reviewed the vans and us and liberated us that happened on Sep 2, 2015 after that always stop me for review. Then I crossing from Windsor to Detroit the day October 1, 2015 and ojinaga Presidio day February 20, 2016 and black stones to Eagle Pass TX on 24 February 2016 and from Windsor to Detroit the day April 15, 2016 and Juarez to the Paso tx on 18 June 2016 and Zacatecas to Dallas IX airport on July 7, 2016 (b)(6)

(b)(6)

(b)(6)

Can you help me please to solve that problem? every time I cross (above) stopped me and make me many questions. and it is hard for me because I do not speak English and understand little (b)(6)

Closed

7/14/2016 10:53 AM

I was flying to DCA from LAX and had a lengthy screening done. It was fine and I had no problems; it was just time consuming and a bit insulting but I genuinely believe this is for our own safety so I respectfully complied. On my way back from DCA I missed my flight due to my laptop. My laptop had its battery fried due to power fluctuations from when I was traveling overseas. Therefore my laptop functions without a battery and it requires to be plugged in to be used. TSA at DCA told me they couldn't plug it in and check it so I was forced to check in my bag. In that process the baggage collection from Virgin America had closed. So now I have to leave a day later as its the next possible flight but then again I see the SSSS in my printed boarding card. Id like to know why and how I can clear my name from this list, Im not sure why Id be on it in the first place. Ive rolled over my flight again so please let me know how to settle the extra screening process. Thanks

Closed

7/16/2016 10:01 AM

TSA000925

(b)(6)

Logged into Global Entry, used fingerprint tablet for recognition. Was deferred to secondary screening at HLS -- they informed me that my "error" code was ER. I've tried to go to Global Entry to resolve this issue - and was advised to complete this form for resolution.

Two years ago when returning to the US, thru JFK, I was also detained (prior to Global Entry application approval). I was advised at that time (as well as this time in June) - there is a [REDACTED] that HLS has listed as warrant out for his arrest. I have full documentation when traveling, Drivers License, Passport, etc -- as well as Global Entry. When I applied for Global Entry and was approved, I was told this would resolve that other issue of incorrect identity. Please contact me on my cell [REDACTED] to resolve this issue so I don't have similar experiences when returning thru customs/immigration. Thank you.

Closed

7/17/2016 6:21 PM

Referred for secondary interview where there was about 2 hour wait before getting to see an officer. Passport was returned without any additional questioning but was advised that I will be repeatedly referred for the secondary interview every time I enter the country, and that the wait time will be an average of at least 2 hours long, during which I will be denied access to any communication devices. The unforeseeable wait time without means of communication is a great hinder to frequent future business travel.

Closed

7/21/2016 10:32 AM

On July 22nd 2016 I with my husband and two of my kids flew through Jet Blue Airways from STI into JFK on flight # 436 @ 4:40am when we arrived to the airport everything was good until we came to immigration my family and I are all US citizens born and raised in the USA. when we got to Immigration they stated that my husband had to go with one of the officer to a room and I had to leave the airport with my kids how can i leave without him. when i picked up my luggage they stated that i had to pass my luggage through the screen machine I stated its no problem I also stated to one of the officers there that not only am I traveling with my 2 smaller kids and my husband that was kept in immigration but that I was pregnant if someone can help me put my luggage on the belt there were a couple of officers there non helped me one stated he doesn't get paid for that. I said thank you ok. continued to struggle to put the luggage on the belt my purse on the cart still asked again for her no one helped me they pushed the cart away telling me to go around to the other side the purse and my bag of liquor fell one of the liquor broke my personal tablet and my sons tablet both broke I showed it to the officer all he said was take it with jet blue. The other said that if I wanted to take a straw sip it and drain the glass from it I said really? so since they said that they couldn't do anything I went to jet blue and they took the claim but they said they can't do anything because it was in custom. I fell I was mi-treated because after Stating that I was pregnant if anyone can help me no one stood up to help and informing me to do something else like taking it to jet blue directly when jet blue don't have anything to do with it. My husband was being practically obligated to state that he was someone they were confusing him with or to state that he new this person, when in reality we have never here of anyone with that name. Since I was out in the arrival area and didn't know where to go I kept asking how to find out the status of my husband and they said nobody can help me I even asked for water and was referred to a fountain. I didn't have communication with my husband for almost 3 hour Until finally he called me and told me he was sent out. I always travel through JFK airport even though I have other airports that are closer to me like Newark airport and Philadelphia but always choose to travel with JFK. But with this inconvenience I don't believe I will be travelling through JFK unless something can be done to keep me and my family as a satisfied traveler to continue traveling through JFK airport. I hope something can be done asap in order to keep me and my family satisfied with JFK.

Please Feel free to contact me by phone [REDACTED] or by email [REDACTED]

Closed

7/23/2016 4:02 PM

[REDACTED]  
[REDACTED] Thank You for your time and cooperation I hope something can be done ASAP as I have to travel back to STI to go get my oldest son which has to return to school in September. Hope to hear from someone ASAP from this department and some thing gets done to have me and my family to continue being satisfied with JFK airport.

The day April 1, 2016, after having gone through the immigration post, my husband [REDACTED] Argentina Nationality with No. passport [REDACTED] issued by Argentina and No. VISA [REDACTED] and [REDACTED] Nationality Argentina with Portuguese citizenship, passport No. [REDACTED] issued by this country, we were heading towards the exit door. At that time we were called by the Agent [REDACTED]. We approached her, who said something in English, we said we did not speak the language. We asked her if she spoke Spanish. After this, we raised his voice very aggressively and we returned to say that we did not understand him. Seeing his reaction he pedi her not to scream at us, we did not understand what he said to us, but raising the voice even more and bringing his face close to mine I scream your fucking mouth shut and very violently, asked for our passports. When lifting the voice again, another agent approached and asked to accompany them. This agent was quiet, and was the one who stayed with our documentation, which was still aggressive, was the [REDACTED] agent. We asked repeatedly where we were headed and agents did not respond to us. Finally we reached an area where there was a line of people for baggage screening. We headed for that row, thinking that we were going to check luggage, but the agent [REDACTED] redirected us to another place. At that time, seeing that the second agent had our documentation, was running back stopped my gear and headed towards to corroborate this, and told me to continue to [REDACTED] agent. He then approached me in a very violent way and I take Lacroix agent tightly by the arm, asked him to please me treated with respect once again, reflexively and dropped my arm. In my life I lived situations of violation of my freedom as it was in this case. At that time the agent raised his voice, but this time even more, to come more agents, arm shook me and giving me back my husband. They are handcuffed, I was separated from my husband and took me to a place that had several rooms. Most of the agents were asking me badly and in a threatening tone to calm me I was not my country, contradictory thing because when he did not represent a danger to them, I removed the handcuffs. I at all times pedi make a report of what was happening and they treat me with respect, as it was entitled to it, because I had not done more to say who spoke no English, that is no reason to attack and insult a person, much less physically mistreat and handcuff her. Until then all they treated me badly without cause. I had no reason to be upset, the situation had generated because one agent had violated me. At that time, I felt racially discriminated against as a blonde, blue eyes and white skin, since I find no reason that may have triggered the abuse and the violence you experience that day by the [REDACTED] agent. After a few minutes he came to the cell Agent [REDACTED] was told that he was the agent in charge. The [REDACTED] agent told me to remember that I was not in my country, which I found quite daunting, and I replied that I remembered, because in my country it is not that way tourists. When I said this, he told me not to interrupt, and I threatened that if not soothed we were not going to be able to solve anything. To which I corrected that was not altered, that dialogue is the appropriate way to communicate, and was entitled to denounce what was happening, and part to do was tell the violence with which they treated me without cause. Then he asked me to recount what happened and how did we come to this situation. Let relate the facts as they had happened. Also alleged to revise the master tapes of the security cameras, to see with his own eyes what had happened. After talking a while with him, he told me that this could have happened to me in any country in the world, to which I replied traveling for many places throughout my life and never had to endure a situation of abuse authority, physical violence towards me. After this we were together with my husband. They explained how to make a complaint, and left. I can only say that we really felt very badly treated by the agent who [REDACTED] exercising their public duty, overreached, since no one can explain what was the reason for such an outrage. The only explanation we find is a mere act of discrimination, abuse of authority and excessive use of public force.

[REDACTED] story When [REDACTED] agent takes the arm [REDACTED] and pounces on it, they arrive on the scene several more agents, and [REDACTED] disappears into the turmoil. At that time I started to say to him that wanted to make a report of what was happening, I wanted to talk to someone in charge. After that they said they would check the bags and asked to place them on the counter where reviewed. The agent began checking one of the bags, and the other suitcase the revised [REDACTED] agent. I must say it was not appropriate that the agent [REDACTED] revise our luggage as its unfair attitude seemed "merciless" with us. The agent stood by [REDACTED] was respectful. Not so the [REDACTED] agent who not only completely upset and left everything open, but also broke many of our belongings. Because [REDACTED] agent checked our bags, we were worried (we did not know if he had placed something) for this reason, we had to completely revise them to be quiet. After this came to me the Agent [REDACTED] and explained what the situation was, he told me that my wife was not arrested and before he had to take me to relate what happened. Once you account what has happened since we got off the plane until then, I explain that I understood the events and the mode of action of the agents once the [REDACTED] agent is violent, but he could not accept as it was we had arrived that situation. Even, he explained that he did not understand, how could it be that the second thing [REDACTED] did the agent was "shut your fucking mouth." After this talk, he told me how to make a complaint, but never wanted to tell me the name of the Agent [REDACTED]

Closed

7/25/2016 2:42 PM

Note: A full explanation is attached with correspondence sent via email. [REDACTED] was stopped by US customs on April 11, 2013 during a return trip to the country. The officer found seven (7) tablets of Ambien prescription medication in his luggage. The matter appeared to be resolved after he was able to provide proof of the prescription via fax to U.S. Customs on 4/17/2013. A traveler redress inquiry was filed by other counsel following the incident. [REDACTED] does not have the reference number for that inquiry and he did not receive any formal reply to the request. Roughly three years later, in June of this year [REDACTED] son was clearing U.S. Customs and was asked whether he was aware of his father's "drug problem". This statement by the officer was no doubt triggered by information contained in the U.S. Customs computer system. There is no evidence whatsoever that [REDACTED] has a "drug problem" of any kind so this statement was not only an exaggeration of the 2013 incident but it placed [REDACTED] in a false light. Moreover, it constituted an inappropriate and reckless disclosure of personal health care information that related to [REDACTED] prescription medication. Once again, a full explanation of the 2013 incident and 2016 incident will be uploaded with this inquiry.

[REDACTED] respectfully requests that any false or misleading information be removed from the US CBP computer system. In addition he would like your reassurance that such private health care information not be discussed with his family members or any member of the general public. Finally, we would like to request a copy of any correspondence your office produced in response to the 2013 inquiry along with the reference number of that inquiry. It is our hope that if this situation arises again, he will be able to use the traveler redress reference number to explain the history of the situation.

Closed

7/28/2016 4:29 PM

My boarding pass was stamped SSSS and I was questioned by 2 agents in front of the plane when I flew to Spain on May 18th, 2016 on finair flight 4008 from JFK to Madrid. (the flight was actually operated by American Airlines) Upon my return to US on July 26, I was met at the airplane gate by 2 agents, escorted to a special section of the airport and questioned for 2.5 hours. All my electronics and papers were taken from me and copied. One of the agents at the end of the interview told me to submit a trip request and handed me a trip flyer.

Closed

7/29/2016 4:38 PM

TSA000926

(b)(6)	During my trip to Pakistan in October 2015 I was held back for additional screening leaving SFO. Upon inspecting my items the agent was extremely rude. I had a laptop and the charger was in my carry on which I had to check in due to its weight. The laptop was dead and I could not power it on, I was forced to leave security and purchase a charger to power on the laptop this was before the actual screening started. Each agent I had to deal with had different rules different requirements. My concern about missing my flight was met with a complete lack of concern even though I was traveling with my family. I am now forced to arrive at the airport 5 hours before any international flight as security takes 2+ hours not including ticket agent having to call TSA and baggage check in.	Closed	8/2/2016 6:50 PM	
	On Friday July 29th RJ263 landed at about 5pm at ORD coming back from Jordan, 4 US CBP officers met us at the Tarmac and escorted us for questioning and they said this is random. I told them that my 6 year old daughter is tired and was vomiting and they said maybe that is motion sickness and they did not care about a connecting flight that leaves in 2 hours. I also had my teen age boys with me, 19yr old and 17 yr old. They took us to the luggage area but never informed us that we were detained. They said they are going to check our bags and talk to us. I said thats fine and was following what they said, while we were walking she asked about trip and she talked normally. Took my phone and looked at my pictures and went into office to show boss. Asked how much money I have. Started searching the bags and asking questions. said I had \$700, and was asking questions about why we went to Jordan and what my family does there. I feel as me and my family were targeted and discriminated against. They asked about my husband and what he does and if he bought the tickets. They took my sons college laptop and cell phones and they still have them. Didn't state when they will get them back or why they took them. Started asking if we pray and if we go to the mosque and how many times. And asked if I was a Muslim. I wear the Hijab. Was asking questions about using weapons if there is a sign that says no weapons allowed. They Held us for about 5 to 6 hours, had to sleep in airport because all the hotels were full, missed connecting flight. They said they are writing a report about us.	I would like to know why this incident occurred and why we were treated like criminals even though I have been a US citizen for more than 17 years and my husband paying lots of money in taxes. Also my son needs his college laptop and the cell phones because college starts on the 20th of this month.	Closed	8/3/2016 12:39 PM
	On Friday July 29th RJ263 landed at about 5pm at ORD coming back from Jordan, 4 US CBP officers met us at the Tarmac and escorted us for questioning and they said this is random. They did not care about a connecting flight that leaves in 2 hours. I also had my Mom and 17 yr old brother and my 6 year old sister with me. They took us to the luggage area but never informed us that we were detained. They said they are going to check our bags and talk to us. I said thats fine and was following what they said, while we were walking she asked about trip and she talked normally. Took my phone and my college laptop. I feel as me and my family were targeted and discriminated against. Didn't state when they will get my lap top and cell phone back or why they took them. Started asking if we pray and if we go to the mosque and how many times. They Held us for about 5 to 6 hours, had to sleep in airport because all the hotels were full, missed connecting flight. They said they are writing a report about us.	I would like to know why this incident occurred and why we were treated like criminals even though I was born and raised in the US. Also I need my college laptop and the cell phones because college starts on the 20th of this month.	Closed	8/3/2016 1:08 PM
	On Friday July 29th RJ263 landed at about 5pm at ORD coming back from Jordan, 4 US CBP officers met us at the Tarmac and escorted us for questioning and they said this is random. They did not care about a connecting flight that leaves in 2 hours. I also had my Mom and 19 yr old brother and my 6 year old sister with me. They took us to the luggage area but never informed us that we were detained. They said they are going to check our bags and talk to us. I said thats fine and was following what they said, while we were walking she asked about trip and she talked normally. Took my cell phone and my brothers laptop and cell phone. I feel as me and my family were targeted and discriminated against. Didn't state when they will get my brothers laptop and our cell phones back or why they took them. Started asking if we pray and if we go to the mosque and how many times. They Held us for about 5 to 6 hours, had to sleep in airport because all the hotels were full, missed connecting flight. They said they are writing a report about us.	I would like to know why this incident occurred and why we were treated like criminals even though I was born and raised in the US. Also I need my cell phone.	Closed	8/3/2016 1:21 PM
	The past two times that I have entered the country I have been stopped by CBP after my passport was scanned in the computer. No details were ever given to as why. These stops include going through all of my belongings, including all of my electronic devices. This last time, after all of my bags had been inspected they were taken for a scan outside of where I was. This scan lasted for over an hour. Upon return there were objects given to me that had been taken out of my bag. My credit cards and ID were also moved from my wallet to somewhere different.		Closed	8/9/2016 11:20 AM
	Due to my work at Verizon, I am a frequent flyer, and this year I've earned over 32K miles just on American Airlines alone and I have a trip to Verizons HQ in Basking Ridge, NJ almost every 2-3 weeks. After a business trip to visit the Verizon offices in India (June 10-June 17), I went through additional screening in Dubai prior to boarding my flight back to the US. On July 2nd, I left Lebanon on my way back home. I had a layover in London and Houston prior to arrival to DFW. In London, I went through additional screening (Q&A) and an inspection of my passport and was allowed to proceed with boarding. In Houston, 17 hours later (flight got 30 mins early), two TSA agents at the gate were inspecting travelers passports. When I handed my passport the TSA agent addressed his colleague with a "thats him" and I was requested to follow them to undergo additional screening. I was taken to an office where I answered all their questions for the period of 4.5 hours that I spent in there. The questions included where I spent my time in Lebanon, what I did, who I met with, names birthdays, phone numbers, emails (if any) and occupation of my wife, kids, my two brothers (and their wives), my sister (and her husband), my sisters-in-law, my brother in law, people I met such as my cousin, places I've been to in Lebanon. My wallet was checked one item at a time, along with my backpack and checked bag. I had with me my work MacBook in case of a work-related emergency, along with my work-supplied iPhone 6. I was asked me to unlock the phone and provide the password, which I did. I was asked for the password of the MacBook for which I replied that I needed to first check with Verizons Legal or Corporate Security as the password is a work Domain password. However, I offered to unlock the MacBook myself and provide it to the agent unlocked which they agreed to. The agents took both devices along with another older Samsung smartphone which I gave to my mom 2 years ago and brought back with me to replace its bad battery. They took all 3 devices for inspection for over 3 hours without my presence. Prior to the departure of the flight to DFW (about 4.5 hours later) I got all the clear and I managed to make my flight. My bag did not and it was delivered the next day. My family returned from Lebanon on 8/4 and booked a 10-day trip (Aug 8-17) along with my sister-in-law to San Diego, Los Angeles, San Francisco and Denver prior to back-to-school. As I already took some time-off from I couldn't join them for the entire trip but I booked a flight for Saturday 8/13 morning to meet them in SFO and spend the weekend together and return to work Monday morning. My boarding pass was not issued online. The ticketing agent had to call to issue it. I couldn't proceed through TSA, and was asked me to wait for a supervisor. An agent took my ID and boarding pass and performed a manual pat-down asked me to go through the metal detector and the micro-wave scanning. I had only a backpack with clothes for 2 nights in SFO and my cell phone. All went through X-ray along with my shoes. Also, were swiped and tested for explosive residues. They came clear but my shoes which triggered an alert. The agent said they bring a "Specialist", 15 mins later an Explosives Specialist, per imprint on his shirt, showed up. The gentleman was very professional, took my shoes and asked me to wait. 10 minutes later he came back with an all clear. I got my boarding pass and ID back and headed to gate where more TSA agents were inspecting boarding passes and IDs for my flight. I showed mine to an agent and handed my boarding pass to an airline agent which asked for my ID again before boarding. The same happened this morning at 4am on my way back. I got my boarding pass at the counter after a phone call, got the alert at the TSA counter and I went through the additional screening. This time, fortunately enough, the same shoes did not produce an alert, and I proceeded to my gate. At the gate there were 3 or 4 TSA agents checking boarding passes and IDs. In Dallas I cleaned up and went to the office where I met my colleague, [REDACTED] who got back on 8/14 eve from a vacation with his family to London. While boarding his flight in London, a security agent asked him how he knew me and his relationship to me, and why his AA reservation had my name on it. He explained that in 2014 he used me as his emergency contact for an earlier flight with his family two years ago. When he returned to DFW he was also asked by immigration to proceed with them for questioning along with his wife and two kids aged about 6 and 3. They asked him about me, his relationship to me and if I booked his travel ticket. Per my friend they searched his phone and then asked him why my number was on his phone. After about an 1.5 hours they headed home.	Im kindly requesting to review my case and clear my name off of any list that is resulting in this unnecessary distress and anxiety. While I understand the security challenges and the ongoing terrorist threats to our country, I should not be profiled or determined to be a target for additional screening and my name brought up to people that know me without my consent. I do not share, condone or support the views of any terrorist organization or enemies of the United States of America. This is my home and the home of my family and kids, where I want to live respected and appreciated for my contributions, and where my kids can grow and be embraced by their community, fellow citizens and government. I have been a model citizen, paid my taxes on time, and maintained a clean record for the last 16 years that I've been in this country. I want to go back to focus on my family and work and enjoy it. I am willing to sit with any representative of the FBI, Homeland Security or any other law enforcement agency and answer any questions you may have and clear my name once and for all.	Closed	8/15/2016 6:46 PM
	Since November 2015, I have had to report to an immigration officer upon scanning my travel documents at the automated machines as there is an X on my receipt. Each time I enter the US from Jamaica, I am subject to secondary customs and immigration screening. I am a US resident card holder. I am asked similar questions each time: my reason for travel and details regarding my business as this is the reason for travel. I am subject to extensive questions regarding my business operations. Every single item of luggage is always inspected thoroughly, including emptying all the contents of same on to the counter in the inspection hall. On one previous occasion at FLL, the officer used a sharp metal device to repeatedly poke hard areas of my suitcases/bags. Neither before nor after each screening am I ever given a specific reason as to why both the USA and Jamaica. I am being subjected to this secondary screening. I have never been charged nor convicted of any crime in any jurisdiction, nor have I ever been informed of any breaches after the secondary inspection has been completed. I am simply told that I may take my bags and go. Should I not be travelling alone, this secondary screening extends to all persons with whom I travel, including my husband and three (3) children, all of whom are US citizens, as well as on one occasion, my 75 year old mother who visited the US as a tourist.	The process of secondary inspection is not only inconvenient but it has also placed on me, as a person, the feeling that I have committed something wrong, of which I am completely unaware. My husband and I own and operate legitimately registered and operated businesses in the USA and Jamaica.	Closed	8/19/2016 11:24 AM

TSA000927

<p>(b)(6)</p>	<p>I have been held for an additional screening whenever I entered the customs, ever since I renewed my F-1 Student Visa about three years ago. This last time when I traveled back from Taiwan during my week break was no exception either. The officer had only checked and went through my profile as well as the necessary document for less than three minutes after I was being held in the screening room for almost two hours long. It was a complete waste of my time while my friend was waiting to pick me up outside to and I was not able to contact him since the usage of cellphone device is prohibited. This was the forth time that I can remember I had been in this kind of situation. The officer informed me the reason I had to be held "every time" upon entry the States is that because the officers have to take longer time to retrieve my file. I asked the office "How can I solve this issue? So that I dont have to sit through this every single time." "As long as you are still under your current F-1 visa, you will always have to go through this process." He replied. After consulting with my advisor at the International Student Office of my school. She had suggested me to file this complaint, in order to solve this problem.</p> <p>I was entering the United States at kIAD airport, as I was leaving before secondary check the Agent was extremely rude. I was instructed to go "R" lane where three DHS police were extremely rude by telling me in a rude tone to leave my stuff on the other side. I came up and told them if they had an ETA and they told me rudely they dont know as my father was waiting upon my arrival. I was questioned what my profession was and was ordered to hand over business card of my current company. I was asked to fill out information regarding my travel. I was asked to unlock my device as I was doing that they were being very aggressive as I was trying to disable the lock code. I felt that I was discriminated since my name has a reference to Islam. They told me what kind of work I do and after sometime great time I was asked to put all my stuff on the belt. During the investigation they dumped everything out of my messenger bag and luggage without giving any care or respect of my belongings and did not even offer to help me pack my belongings. I asked them for their badge number and they didnt even look at me as he responded "Officer (b)(6):(b)"</p> <p>On April 29, I planed to visit AMD Orlando facility for the purpose of providing technical assistant for an AMD project. I clearly told the officer (b)(6) that I will return to Canada within a few days. I was not permitted to enter USA. The officer (b)(6) requested me to apply for TN visa before entry of USA.</p> <p>Homeland security stopped me in Washington DC airport after passport control through the custom clearance. They gave me a card to go through the home security for approval. They delayed me exactly 3 and a half hours in a waiting room. They were searching through my bag, laptop, phones and also performing a thorough body search which was repeated in every airport. During my trip I had to go to Las Vegas in which they repeated the same process. And also my last trip to Canada before entrance they held me up at check in until they got approval from homeland security of US for entering Canada and also on my return to UK they repeated the same process.</p> <p>Upon returning from a 4 week trip in Greece (I am a current citizen of Greece) to Denver International Airport I was sent to secondary screening. The officers were not transparent with what was going on. They simply told me they did not believe I could still be travelling after 1 year without working. I proceeded to show them my bank account which showed sufficient funds. They asked to search my bags which I complied. After returning to his desk the officer asked for my phone to show another officer my bank account, I handed my phone over and the officer walked away with it. The officer who searched my bag threw a piece of paper at me. I read the paper and then understanding dawned on me that my phone was taken to be searched, at this point I asked the officer if that was the case and he replied yes. He did not at any point tell me what was happening. The officer with the phone returned and asked me questions about pictures of me in my phone exercising with my friends. They also located a craigslist ad I had screenshot and proceeded to yell at me why was I posting ads on facebook looking for work. I was shocked at the tone and aggression towards me. I repeatedly replied that I have not and that was not as I placed. On further inspection the screenshot was of a community ad to join a womens soccer team while I was in the US to meet new people. Further to this the officer who inspected my phone asked for details of my friend (b)(6) who I workout with to call and confirm that I instruct classes, which again I refuted as I did not instruct or work at any time I was in the USA. He decided to speak to my american boyfriend instead who backed up my claims. The officers were hostile. Further to this they told me that my visa would be cancelled. That I had to answer questions under oath for my case to be reviewed. I answered all these questions to be told that they would not be reviewed because there was too much paperwork to do so I could be returned to Australia (my choice rather than back to Germany and I paid for the flight) so quite I dont want to babysit you all night At this stage I am distraught and an emotional wreck. Officers told me to stop crying and be quiet they also would not return my phone to me because my angry boyfriend was not allowed to be contacted, however I wanted to notify my family in Australia. Upon being escorted to my gate my phone was returned, the officer who had searched my phone began to refer to my personal photos and videos. One occasion asking what I was smoking in a video which was a peach flavoured vape and in no way had any relation to my cancelled visa. He then proceeded to ask me questions about how to stay fit and nutrition advice. he made mention to photos he had seen of me in my phone and comments that I look super fit and that workouts I do are intense. I find this to be highly inappropriate. In Denver this officer also used his personal phone whilst I was under their supervision. In LA both officers used their personal devices whilst I was under their supervision as well and I have a photo I can share with you showing this. I find it highly unprofessional for a CBP officer who is meant to be supervising an illegal alien to be on their personal device.</p> <p>(b)(6) On April 13, 2016 (b)(6) flew from Portland, Maine to Washington, DC to Toronto, Canada. He was pulled out of line for special screening, including additional questions, a thorough search of his person, and a luggage search. When returning home on April 14, (b)(6) was again selected for special screening. This screening was more intense, and took about 45 minutes. CBP required a full review of his trip and the Company. The agent also asked particular questions regarding someone named (b)(6). In addition, CBP required that (b)(6) unlock his cellphone, so they could review its contents. CBP also wrote down his device serial numbers. (He was also asked about claiming \$24,000 on his customs forms when returning from Nassau, Bahamas. He explained that he had never been there and did not carry \$24,000.) On April 28, 2016, (b)(6) was detained again while returning to Derby, Vermont from Canada. CBP told him to pull his car into a garage inside the border patrol building, leave his belongings behind, (including his phone and wallet), and submit to questioning. This stop was much more extensive. CBP started with basic questions, confirmed his home address multiple times (different people at different times), took his fingerprints, and then asked more detailed questions regarding his trip and the Company. While waiting, (b)(6) noticed that there were four or five agents investigating him - some people making phone calls, others asking him to confirm his address or fill out the immigration form, and still others reviewing his passport. His car and belongings were checked. This detention lasted approximately two hours before (b)(6) was finally released, approximately two hours before (b)(6) was finally released.</p> <p>I was being taken for secondary inspection at the port of entry every time I enter US. First time, it happened on 02-04-2012. I was on F-1 visa and doing my Masters at that time. I was taken for additional screening where I was asked questions about my background , called few people from my phone, checked my phone , wallet and luggage. Asked if I was working and what I would do during the free times after my classes. I was detained for about 2-3 hours. Second time, it happened on 03-23-2015, I was on F-1 visa and working on STEM OPT extension. I was again taken for additional screening where I was asked about my work history, my work experience , my background. Also checked my laptop and phone. Asked me few contacts at my work location and also checked my resumes. I was asked to provide a resume that I used to apply for the current job I was working. I was detained for about 2 hours. I would like to know why I was being pulled over every time. My current visa status is H-1B.</p>	<p>I truly do hope this past experience will be the last time I had to be held in a room. Although I have nothing against the TSA and its officers, I still would like to enjoy my traveling as smooth as possible!</p>	<p>Closed 8/29/2016 11:38 AM</p> <p>Closed 9/1/2016 11:23 AM</p> <p>Closed 9/4/2016 11:16 PM</p> <p>Closed 9/6/2016 1:55 PM</p> <p>Closed 9/10/2016 7:41 AM</p> <p>Closed 9/13/2016 4:04 PM</p> <p>Closed 9/16/2016 11:10 PM</p>

(b)(6)

The first SSSS mark occurred on my boarding card when I flew out of Istanbul on June 8th, 2016 with KLM. It seems like that is the same day that the bombing happened in Istanbul. I never had any issues flying with KLM though Istanbul before. I had taken that same flight couple of times since it is a lot cheaper than other flights. I didnt face any problems in IST though at Schiphol airport, I was asked for additional screening at the gate before getting on the plane. The process was simple and fast. I didnt mind at all. Unfortunately, upon my return on June 23rd, 2016, I had to wait for almost at an hour at TSA. For some reason, there werent any second screening personal present. It took 20 minutes or so for the supervisor to join me. I was asked to have chargers ready and make sure that my phone and laptop would turn on. They went through everything and I was so stressed out and horrified to be treated like such. I felt very disrespected and even i had mentioned that i would miss my flight, nothing was done. After an hour or so and lots of stress tears, i was the last one to get on the plane. On September 13th 2016, I returned to SFO. On my boarding card from AMS-SFO i saw that i have SSSS mark. I looked for a TSA office at sfo and tried to understand why i was selected. I even applied for Pre-TSA on sept 13th at SFO and waiting for some resolution. My return flight is on OCT 18th from SFO to Amsterdam and I would really appreciate if you look into this matter so i dont get additional screening. Please feel free to contact me for additional information.

Closed

9/20/2016 5:51 PM

I need help to clarify an issue with my name, which has made me go through secondary immigration inspections sometimes when I enter the USA with a B1-B2 Visa. I have been through secondary inspections when entering the USA 3 times: 2008, 2010 and the last one in January, 2016 (these 3 times I was entering the USA with an B1-B2 Visa). This last time, I was on my way to the Consumer Electronics Show in Las Vegas. I work in a department store in Chile and I attend this fair every year because we sell electronics, among other things. I have attended this fair 6 times before (2008, 2009, 2010, 2014, 2015 and 2016). The reason Immigration Officers have given me is that my name matches someone wanted for serious crimes. I must emphasize that I have never been denied entrance to the USA after these procedure. I must say also that Officers have always been kind and respectful and have behaved in a professional manner. I am not sure why I keep going through these inspections, because I have entered the USA many times without the need of secondary inspection. In fact, I lived in the USA for almost 2 years as a Graduate student with an F1 Visa between 2010 and 2012 when I attended UCLA to pursue a Masters Degree. I had no problem to obtain my student visa and never had a problem while living in Los Angeles. I also have never had a problem to obtain a B1-B2 Visa (my current B1-B2 visa expires in 2020). I would like to know if there is any way I can enter the USA in the future without going through secondary inspection for this reason. Thanks

Closed

9/22/2016 5:22 PM

Hi , - i have entered with a valid visa & an invitation from the company - i was held with Police at the end of the plane tube not even passed through the immigration officer I was checked from head to toe . my luggage my wallets myself then even opened my laptop tear it apart and back again 2 screws was lost that how I found out when I was back in Kuwait . - they asked to open my laptop and phone where i told them my religion prohibits that other men see my wife without the Hijab ( the head cover ) and in some pics she was partially nude that have implicated that i should and no more talking before i do so and there is no way out of it and i was afraid that they will do something bad to me and was scared then it gave the access to both laptop and phone . - after couple of investigation and 5 hours i thought i was going to enter where they denied that too saying that your visa is canceled i asked for what reason and they just said nothing . - I was taken to a prison and held there for 6 hours then from there to the airport again . - i was harassed by the Head of airport police handing the immigration section as when I arrived they came to me only not the other that was sitting with me and they asked me to come i went and they opened a cell and they told me to stay there when I asked why he said that if i speak another word he will cuff me to the steel chair . That was the worst day in my entire life where I have been harassed and put in a cell for no reason . - after that i was staying there fro 7:30 Am till around 3 Pm then i had my last infestation with Homeland security and after question me they told me that am clear and if I wanted to come back again i could after applying on the DHS and then applying for the visa.

Still I dont know what went wrong or why they did what they did , i have asked the Company lawyer to make a case but after checking they informed my that since I was taken from the tube I wasnt on American soil and they could revoke the visa . I still get scared passing to any imigration because what have happened . I dont want to have black spots associated with my name as one day my kids may want to travel to USA and i want everything to be clear Now i am trying to apply again.

Closed

9/25/2016 7:26 AM

On September 23, 2016 at approximately 4:30pm I arrived at Houston International Airport where I arrived from Cancun, Mexico via Spirit Airlines flight NK489. As I proceed to CBP I approached the Automated Kiosk and followed the instructions. During this process the computer printed out a receipt with a "X" on it. I proceeded to the line to the right and from there I was escorted to the secondary holding area. I sat in the secondary holding area for 1 hour before anyone approached me or spoke to me. After an hour of sitting around, I was approached by Officer [REDACTED] who stated that he didnt know where to start with me or doesnt know why I am here. He also stated as a U.S. Citizen, he doesnt know why I was referred to secondary. Officer [REDACTED] kept saying that he didnt know why I was in the immigration secondary as a U.S. Citizen and then began asking of I was a federal agent and if I was conducting some type of investigation on him. I am not sure if this was some type of investigative tactic that Officer [REDACTED] was using but the type of questioning that followed was very concerning to me. Officer [REDACTED] although very professional for the most part, began asking me intrusive questions about where I was, previous travel and other personal questions. During these questions, my phones and laptop were taken from me against my will where they were examined. This was the second time my electronic items were taken from me and examined by CBP Officers. I was expecting to leave the secondary inspection area when [REDACTED] advised that I will leaving after about 2 hours but then the Chief of CBP arrived and advised me that he will stop this from ever happening again if I cooperate by unlocking my phones and computer for him. As I have already had my electronic devices inspected on a previous trips and missed my flight before, I refused to unlock my phones or laptop again. After about 3 additional hours of sitting in CBP Secondary, they finally returned my electronic devices and told me they will let me leave to catch my flight. At this point, I already missed my flight to Detroit which departed at 8:20pm. I was detained in secondary for over 5 hours and when I was finally released, Officer [REDACTED] told me to catch the United Airlines flight back to Detroit as CBP already spoke to the airline to take me on their flight to Detroit. When I got to the United Airlines ticket counter, the ticket counter manager checked his system and found no tickets or reservations for me to return home. He also stated that CBP did not notify them of my re-routed flight to Detroit. I was left to fend for myself with no flight home and no hotel for the night. The United Airlines gate agent advised me that they do not have flights to Detroit that late in the evening which meant the officer just made up information to get me to leave with some hope of catching a flight home. As a United States Citizen and tax payer, I am very disappointed by how I was treated and detained for 5 hours against my will. CBP made me miss my flight, lied to me about rebooking me on another flight and left me to pay for my own hotel and make my own arrangements to fly back to Detroit the following day. This is the second time I was detained for over 1 hour and missed my connecting flight. I have been referred to secondary every time I returned to the United States because of an encounter I had in Detroit over 10 years ago, when a CBP Officer at the Ambassador Bridge found a photo of my brother who lived in Yemen at the time. The picture was of my brother carrying what appeared to be an RPG during the civil war he was fighting in Afghanistan, which the United States supported during that time. For the record, my brother died fighting in that war and I barely knew him as that was one of the only photos I had of him which is why it was in my vehicle. The other photo that the officers found was a picture of me posing with a rifle in Yemen wearing sunglasses and smiling when I was in my early 20s. I only took this photo because I thought it was cool because it was my first time holding a rifle and I wanted to show off by showing the photo to my friends when I returned to the states. As many of us Americans do when hunting or just posing with our weapons stateside, I was doing the same thing with my relatives weapons in Yemen. I understand that looking at the picture can raise some red flags but if the officer at the time would have taken my truthful statement for its face value, I wouldnt be flagged in your system and stopped at the border for extended periods of times. I believe that the officer(s) in Detroit over exaggerated what they found and turned it into something much worse and ruined my life just to get themselves a "good catch" for the day. I am a law abiding citizen, working as a [REDACTED]

I have held this armed position with the Sheriffs for over 14 years and I have a sworn duty to serve and protect the American people not because it is my job, but instead, I choose to do this because I care about our country, the safety of Americans and want to be a positive influence on my children and other young Americans. I also work full-time for Chrysler for over 17 years, which is a very labor intensive position. These two jobs, along with my wife and 4 children have been my reasons for traveling during the times my worksite is on shutdown. I take vacations with my friends and family so life is not always about working but when I return to the U.S. from out of the country trips, I get sent to secondary and detained for hours at a time. These encounters with CBP are embarrassing, stressful and making me feel like a criminal. I have lost sleep over this situation and the anxiety I get when I travel has caused me to become sick and disgusted with how Americans get treated by the government employees who are supposed to protect us. I am asking you to please have the flagging of my name removed from your database and allow me to live a peaceful life as a law abiding citizen. I will be awaiting a response from your department and if this issue does not get rectified, I will have no choice but to contact my congressman and state representative, giving them details to what entailed during my CBP encounters, as I feel my civil rights were violated.

Closed

9/27/2016 11:07 PM

TSA000929

<p>(b)(6)</p>	<p>I have been traveling without any problems up until January 2014, when I was stopped for some questioning returning from Saudi Arabia from Umrah (religious pilgrimage). Since then, I have been stopped for questioning every time I have boarded a flight. (I dont fly very often, so there were probably about 4-5 instances where I was stopped and questioned.) In one incident, in April 2015, I was scheduled for a flight from Indianapolis to NYC. I was unable to print the boarding pass, and was directed to the ticket counter, where I was told to wait for an unreasonable amount of time, by the end of which I was given a boarding pass stamped with "SSSS", and missed my flight. I was then told my flight was rescheduled to 2 hours later. After waiting two hours, I go up to the boarding pass counter, where I was told I cannot board the flight because I was on a government watch list and I was flying standby. I ended up taking a bus (over a 12 hour ride) in order not to miss my appointment in New York. In another incident, I was traveling with a group of friends to Toronto by car. (It was around May 10, 2015). We were detained at the border (Sarnia) for over 2 hours (from 11 P.M. to 1 A.M.) before it was decided that we needed to gather information about "who was funding our trip"(the actual reason most likely being that I was on the U.S. Government watch list), and that we could come back tomorrow with the information. So we turned around back towards the U.S. side of the border, where I was specifically taken out of the car , handcuffed, and taken to a room, where all of my belongings were taken, and I was questioned. After questioning, I was taken to a locked, monitored room, where the rest of my friends were waiting, also stripped of their belongings. (None of them are on the list, which means they were most likely held because of me.) We waited there for over twelve hours (from 1 A.M. until almost 2 P.M. the next day), not given any place to sleep, nor any food, occasionally being called, one by one for additional questioning. After this long ordeal, we were finally told that we can go, but my phone and my friends laptop were to be sent in to D.C. for extra testing. So I had to live the next two weeks without a phone, after which my phone was returned, with nothing remotely suspicious found.</p>	<p>I was stopped in each one of these incidents, because I was on one of the government "lists", although I do not believe I have done anything to deserve to be on the list, never having committed any crime, nor having any sort of affiliation, or even signs of leaning towards, any terrorist/extremist organization, nor any political ideology. So I humbly request that my name is taken off of the list, so that traveling will no longer be a fearful, long, arduous experience. I understand the governments concerns of security considering recent attacks/tragedies, but I am a peaceful, law abiding citizen who wishes nothing but good for my country and her people.</p>
	<p>To Whom It May Concern, I am a U.S. Permanent Resident as of 03/04/2015. Since then, I have traveled outside and to the U.S. a few times. Unfortunately, every time I enter the U.S. from abroad, I am taken by an agent to a separate room for secondary screening. This process takes 1-2 hours each time including the wait time. I am asked to provide not only all my luggage, but also all my personal belongings including laptop, cell phone, wallets, and keys to the examining officer. In one instance, a couple of agents appeared at my residence a few days after arrival for more questioning. I find this entire process extremely inappropriate, intrusive, exhausting, and unnecessary. I am a senior retired citizen, and get very embarrassed every time I travel. I have become a U.S. Permanent Resident to be close to my U.S. Citizen children (both established faculty members at prestigious U.S. Universities), and to be a proud member of this beautiful free society for the remainder of my life. Given that I have already gone through the exhaustive screening process for my Permanent Residency application, and upon my first time entry to the United States, I am perplexed to understand the reason for having to go through this <u>intrusive, inappropriate, and exhaustive process</u>. I will be very happy to provide any additional information so that this issue is hopefully solved once and for all. Sincerely,</p> <p>(b)(6)</p>	<p>Closed</p> <p>10/4/2016 12:52 PM</p>
	<p>I face the following problems during every domestic flight without exception: - I cannot print boarding pass from home or airport kiosk - The airline agent makes a phone call and takes a long time (approx. 30 minutes) to print my boarding pass - My boarding pass prints out with "SSSS," and I undergo additional screening - I am often running to catch my flight as a result of these delays I also face the following problems every time I return to the US from an overseas trip: - CBP officer escorts me from the jetway into a private room - I am questioned extensively and my luggage and electronics are thoroughly checked - The entire process takes anywhere from 3 to 5 hours, before I am permitted to enter the US</p>	<p>Closed</p> <p>10/4/2016 2:32 PM</p>
	<p>Every time I use the self serve devices at the airport I am sent to see an Inspector. I was told I have a name similar to someone on the watch list.</p>	<p>Closed</p> <p>10/11/2016 2:12 PM</p>
	<p>I am an American citizen and freelance journalist. I've contributed to American media outlets including The New York Times, CNN and Voice of America. I lived abroad from March 2007 to July 2015, mostly in Sudan, and for two three-month periods in Kenya in 2014 and 2015, as acting bureau chief for The New York Times covering East Africa. In July 2015, I returned to the US to attend Columbia Journalism School in New York. On December 19, 2015, I traveled to Sweden to conduct research for my masters thesis on refugees and returned January 9, 2016. Every time I've traveled from or returned to the US, I've been subject to additional screening and questioning. These include travels in 2013, 2014, 2015 and 2016. In 2013, I was invited to be part of a panel discussion on the Darfur conflict at The Pulitzer Center for Crisis Reporting in Washington DC. As I tried to mount my Qatar Airways flight in Khartoum, Sudan, to Washington DC, I was told to wait. I waited for nearly 30 minutes before being allowed to proceed. While in transit in Doha, Qatar, I was questioned by an American agent for nearly 15 minutes before being allowed to proceed. When I arrived in Washington DC, I was escorted by an agent as I was picking up my luggage to a side area at Dulles International Airport. Agents went thoroughly through my luggage. I believe made copies of my notebooks, photographs from my camera and questioned me extensively about my work. After three hours, I was allowed to leave to meet my brother who was waiting for me outside. On March 24, 2014, I traveled to Washington DC from Nairobi, Kenya, via Amsterdam to visit my father who was very ill. While in transit in Amsterdam, I was taken to the side by an agent as I was about to board the plane to Washington DC and questioned for several minutes (by an agent, who after examining my passport, was apparently amused by the fact that I was born in Utah). In Washington DC, I was taken to a side area, questioned, agents went through my luggage, and I believe copied my notebooks and photographs. I was taken to a room after that and question for nearly 20 minutes by an agent (I believe DHS). I was not only asked about what I was doing abroad but also about my opinions on political matter. After a couple of hours, I was allowed to leave to meet family who were waiting outside patiently for me. On February 4, 2015, I traveled to Washington DC from Khartoum, Sudan, to visit family. Again, I was delayed at Khartoum International Airport, in Doha and in Washington DC. I was taken to the side area at Dulles International Airport, questioned, my luggage searched thoroughly, before being allowed to proceed. Without being treated as a suspect. On July 16, 2015, I traveled to Washington DC from Nairobi, Kenya, via Amsterdam, as I ended my stay in Africa to attend graduate school in New York. Again, delayed and questioned in Amsterdam, delayed for several hours at Dulles International Airport before being allowed to proceed. But the most extensive screening was when I returned to the US from Sweden on January 9, 2016, at JFK Airport in New York. Agents escorted me from the door of the airplane, past a long line of passengers to a side area (a French friend who happened to be on the same flight thought I was given special treatment as an American to pass the long passport line). For three hours, I was questioned, my notebooks and camera was taken (to make copies I assume) as was my laptop. I was asked about details of whom I met and interviewed, asked for contacts, telephone numbers, emails, and I was physically searched. I was allowed to leave after three hours. I have also been subject to added screening when trying to depart, whether from the US or from other international airports. I have not been able to print boarding passes electronically.</p>	<p>I am a journalist. I've worked in conflict zones, sometimes being one of few, or the only, journalist reporting for Western media. Press organizations have invited me to be on panel discussions. Western diplomats have asked for my opinion on political and security matter overseas. I've given a TEDx talk critical of racism and promoting coexistence. To continually be subject to additional screening and delays makes my work as a journalist more difficult. I cannot exclude discrimination based on ethnic and religious affiliations as a reason. Even worse, I believe, it interferes with my right to privacy and press freedom when traveling becomes a burden and security agents copy my notebooks, photographs, contacts and hard drive. It has also come to my attention that a colleague was traveling through an airport was held for several hours and questioned if he knew me. This impacts my ability to work and credibility. I would like this matter to be solved as soon as possible so I can continue my work as a journalist.</p>
	<p>I flew from Venice (Italy) to Las Vegas on Sep, 19th with connections in Amsterdam and Salt Lake City. At the time of boarding on the aircraft, I've been interviewed by a CBP officer. When I arrived at the CBP counter in Salt Lake City, I had another interview in a room with another officer after a long wait that made me miss the connection flight to Las Vegas. I travelled back to Italy on Sep, 30th from Las Vegas to Venice with a connection in NYC. I wasn't able to complete web check-in from the hotel. At security check I had an accurate scan with metal detector, full body scanner and path-down scanning. I had all my belongings in the backpack checked, and I was asked to power on my laptop.</p> <p>The CBP agent directed me to the Customs Inspection station where a detailed search of my baggage, cell phone and laptop was conducted. This kind of search happened every time when I returned back to the US.</p>	<p>Closed</p> <p>10/20/2016 12:48 PM</p> <p>Closed</p> <p>10/25/2016 12:37 PM</p>

TSA000930

(b)(6)

I am a US Citizen with a Global Access Card [REDACTED] (b)(6). My last 4 trips I have been selected for additional screening ("SSSS"). Initially they stated that it was random, but after 4 trips in a row, it is clearly no longer random. I will explain my first, last trip and my current trip. The 3rd trip was similar to my last trip. The initial time that I had to go through additional screening was about 5 weeks ago on my trip from Toronto back into U.S. I checked in, but had to get my boarding pass from ticket agent. I was escorted through security lines and went through additional screening (see process as described below in my last trip). However, in this case, when I spoke with the border patrol/customs folks, they asked more detailed questions about my trip to Canada. They also then escorted me into a separate room where I waited about an hour until someone came in and provided me with a document where they asked for information about me, my business, my travels, people that I am working with, etc. Then I was asked various questions about my previous travels before I was told I could leave. At this point, they told me it was a random selection for purposes of checking my Global Access. My last trip on October 13 I was departing Toronto to come home to Chicago. I was able to check in, but not able to print a boarding pass which was similar the previous two times, so I need that I would receive additional security screening. I went to the ticketing agent and they had to print my boarding pass. I was escorted to through the standard or regular security lines where I had to remove my shoes and then they looked through all my baggage and electronics. I also had to go through both the metal detector and xray machine prior to them stamping my boarding pass and letting me go through. Today, 10/26/16, and the 4th time this has happened, I am departing to go to Canada and was put through a far more extensive screening, which included going through both metal and xray machine and a pat down. The TSA agents went through all my belongings in great details, tested for any chemicals and then went through in great details all my luggage. Finally, they provided me with my stamped boarding pass.

I have reported a Lebanese passport with a US visa on it stolen in 2009 (by fax to US embassy in Ottawa). The passport was with other documents in a laptop bag that was stolen from my apartment. I have been stopping for secondary screening ever since that incident.

On September 23, 2016 at approximately 4:30pm I arrived at Houston International Airport where I arrived from Cancun, Mexico via Spirit Airlines flight NK489. As I proceed to CBP I approached the Automated Kiosk and followed the instructions. During this process the computer printed out a receipt with a "X" on it. I proceeded to the line to the right and from there I was escorted to the secondary holding area. I sat in the secondary holding area for 1 hour before anyone approached me or spoke to me. After an hour of sitting around, I was approached by Officer [REDACTED] (b)(6) who stated that he didn't know where to start with me or doesn't know why I am here. He also stated as a U.S. Citizen, he doesn't know why I was referred to secondary. Officer [REDACTED] (b)(6) kept saying that he didn't know why I was in the immigration secondary as a U.S. Citizen and then began asking of I was a federal agent and if I was conducting some type of investigation on him. I am not sure if this was some type of investigative tactic that Officer [REDACTED] (b)(6) was using but the type of questioning that followed was very concerning to me. Officer [REDACTED] (b)(6) although very professional for the most part, began asking me intrusive questions about where I was, previous travel and other personal questions. During these questions, my phones and laptop were taken from me against my will where they were examined. This was the second time my electronic items were taken from me and examined by CBP Officers. I was expecting to leave the secondary inspection area when Lopez advised that I will leaving after about 2 hours but then the Chief of CBP arrived and advised me that he will stop this from ever happening again if I cooperate by unlocking my phones and computer for him. As I have already had my electronic devices inspected on a previous trips and missed my flight before, I refused to unlock my phones or laptop again. After about 3 additional hours of sitting in CBP Secondary, they finally returned my electronic devices and told me they will let me leave to catch my flight. At this point, I already missed my flight to Detroit which departed at 8:20pm. I was detained in secondary for over 5 hours and when I was finally released, Officer [REDACTED] (b)(6) told me to catch the United Airlines flight back to Detroit as CBP already spoke to the airline to take me on their flight to Detroit. When I got to the United Airlines ticket counter, the ticket counter manager checked his system and found no tickets or reservations for me to return home. He also stated that CBP did not notify them of my re-routed flight to Detroit. I was left to fend for myself with no flight home and no hotel for the night. The United Airlines gate agent advised me that they do not have flights to Detroit that late in the evening which meant the officer just made up information to get me to leave with some hopes of catching a flight home. As a United States Citizen and tax payer, I am very disappointed by how I was treated and detained for 5 hours against my will. CBP made me miss my flight, lied to me about rebooking me on another flight and left me to pay for my own hotel and make my own arrangements to fly back to Detroit the following day. This is the second time I was detained for over 1 hour and missed my connecting flight. I have been referred to secondary every time I returned to the United States because of an encounter I had in Detroit over 10 years ago, when a CBP Officer at the Ambassador Bridge found a photo of my brother who lived in Yemen at the time. The picture was of my brother carrying what appeared to be an RPG during the civil war he was fighting in Afghanistan, which the United States supported during that time. For the record, my brother died fighting in that war and I barely knew him as that was one of the only photos I had of him which is why it was in my vehicle. The other photo that the officers found was a picture of me posing with a rifle in Yemen wearing sunglasses and smiling when I was in my early 20s. I only took this photo because I thought it was cool because it was my first time holding a rifle and I wanted to show off by showing the photo to my friends when I returned to the states. As many of us Americans do when hunting or just posing with our weapons stateside, I was doing the same thing with my relatives weapons in Yemen. I understand that looking at the picture can raise some red flags but if the officer at the time would have taken my truthful statement for its face value, I wouldn't be flagged in your system and stopped at the border for extended periods of times. I believe that the officer(s) in Detroit over exaggerated what they found and turned it into something much worse and ruined my life just to get themselves a "good catch" for the day. I am a law abiding citizen, working as a [REDACTED] (b)(6)

That day, my family and me tried to cross into the United States to join my in-laws that were already there in Mcallen, Texas; not only we were denied entry but our immigration visas were retained. I want to add that we have had an immigration visa for 25 years and the US had been our go to place to vacate and go shopping. We came in to Pharr International Bridge my wife [REDACTED] (b)(6) pregnant at the time, my daughters [REDACTED] (b)(6) 5 yo that day and [REDACTED] (b)(6) 1 yo that day, and me. [REDACTED] (b)(6) Cano de Pau. While showing my visa to the officer we were asked to go to secondary inspection. Then another officer came and asked me about my father, which I responded that I did not know where he was, something that it was true at the time. Then the officer told me to leave. While I was starting the engine another officer came in to the car window and told me to get off the vehicle. I, then accompanied the officers to the office inside and officer [REDACTED] (b)(6) started interrogating me, asked for our cellphones, checked our contacts, emails, calls and message and even tried to call my fathers cell phone. He then kept asking me questions: where was my father, where did I work, where did I get the money to start my business, how much money we had in our accounts, how much money we had at the time with us, and asked about my father businesses. I answered the truth, that I did not know anything about his accusations, that I did not know where he was, that the last time I saw him was 3 months back and that he had been remarried and lived with his new family. All that time, the officer behaved very rude and arrogant. He also laughed at us and kept saying that he would take our visas, that we did not deserve to be in the United States. Four hours went by and our daughters were crying that they were hungry and wanted to leave, one of them was sick and had a fever, and we were not allowed to leave for the medicines. She kept crying and then my wife asked the other officer that was with her for her cellphone so she could call my in-laws so they could come and take them, since they are American citizens because they were born in the US. So they came in and took them, and then the officer started harassing us about my wifes labor, that how did we pay for it, which hospital did we go to, if my wife had used medicare, which we answered no. He then, went back to ask about the businesses, which I responded that I did not know about it. We were there about 6 hours, until officer [REDACTED] (b)(6) made a phone call to ask for authorization to take our visas. He did not explain to me about making a statement, so when he asked me to declare I said no; he then said that I was a persona non grata to the American government, so I said I wanted to declare, and even officer [REDACTED] (b)(6) who was also there, told him to let me declare, but he refused, saying no. I think that we were in a situation of power abuse of officer [REDACTED] (b)(6) that he shouldn't have taken our visas, since my other siblings have come and go without any problems. I have nothing to do with those charges against my father and have not been benefited from it as he said. My family and me are good people, I am a professional, I have my own businesses, well established and we don't have any charges nor here in Mexico or the US. We can make an explanation of this, which is why we come to you and ask please in the most respectful way to help us resolve our problem, review our case objectively, so we can get our visas back. I am a person that follows very straight the laws of my country and the United States, and I am in complete disposition of going to a visa appointment or to the embassy and explain my case to the person who can help us. I can bring proof of my own businesses, support my statement, so we can be able to get our visas as we had them before this incident. Thank you very much

I'm not exactly sure why I have been put on any list, but I would like to Closed  
but to understand what steps I need to follow to get removed. I travel quite a bit and have taken steps to make my travel as easy as possible including getting premier status, TSA-pre and global access. If you can please let me know what I need to do, it would be appreciated.

10/26/2016 6:57 AM

On my last visit to the US (October 07 to 10 2016) the border control agent suggested I file this request. If it helps, I might still have copies of the stolen documents and the police report.

Closed 11/3/2016 11:40 AM

I have held this armed position with the Sheriffs for over 14 years and I have a sworn duty to serve and protect the American people not because it is my job, but instead, I chose to do this because I care about our country, the safety of Americans and want to be a positive influence on my children and other young Americans. I also work full-time for Chrysler for over 17 years, which is a very labor intensive position. These two jobs, along with my wife and 4 children have been my reasons for traveling during the times my worksite is on shutdown. I take vacations with my friends and family so life is not always about working but when I return to the U.S. from out of the country trips, I get sent to secondary and detained for hours at a time. These encounters with CBP are embarrassing, stressful and making me feel like a criminal. I have lost sleep over this situation and the anxiety I get when I travel has caused me to become sick and disgusted with how Americans get treated by the government employees who are supposed to protect us. I am asking you to please have the flagging of my name removed from your database and allow me to live a peaceful life as a law abiding citizen. I will be awaiting a response from your department and if this issue does not get rectified, I will have no choice but to contact my congressman and state representative, giving them details to what entailed during my CBP encounters, as I feel my civil rights were violated.

Closed 11/7/2016 2:42 PM

Closed

11/11/2016 11:46 AM

TSA000931

(b)(6)

For the last 11 times (based on my best guess count) coming into the U.S. from abroad, my boarding pass is marked "SSSS" for additional screening. This has only been an issue coming into the U.S. and the screening is relatively minor (swabbing my shoes and hands and electronics) but I have been unable to determine that it is due to me being incorrectly included on a government watch list. On Wednesday, November 9, I travelled from Portland, OR to BWI and returned from Washington Dulles to PDX (through SFO). This was an entirely domestic flight and I was subject to the additional screening indicated by "SSSS" on my boarding pass, but the screening was far more intrusive. I was put through the scanner and the metal detector and my bags were picked apart piece by piece for special scanning. I was forced to consent to a very intrusive pat down which included the TSA worker touching my intimate areas through my pants several times. I do not believe they were unprofessional in their conduct; I believe they followed a procedure that include an overly intrusive search of my person. I was given no choice but to consent and told I would have to contact TSA to be removed from the watch list that forced this treatment. Please help me get off this list so I will not be subject to this embarrassing, intrusive treatment, particularly since the next time I plan to fly, I will be with my wife and young child.

Closed

11/11/2016 6:33 PM

We prepared a tour of 2.500 miles across the American West with two others couples. To this end, we applied for the simle visa Esta advocated for French nationals holding passports bioelectronics. We left for Montreal, the day before we left Minneapolis to Bozeman by September 15th at 4:20 am. After checking baggage and passing the security check, we went to the input control in the USA. The control agent asked me to follow him. My husband followed me with an agent asking me questions in american, a language I do not undersand even despite the help of an interpreter. My husband proposed to attend the examination and he was violently rejected by the two officers present. After having held beyond the departure time of our flight at 6:20 am, Interrogation where I exposed my family situation: divorced Armenian citizen, resident in France since 15 August 2007, married since 02 May 2009, with my two children with us since October 2009. I confirmed to have been refused a visa for the USA in December 2005. That my husband did not know when he established the visa applications, which was said to screening officers. The two control officers made me sign papers that I could not understand and told me they would give me a copy, they did not. They invited us to go to the US Consulate General in Montreal for the establishment of a visa, claiming that there was no problem, that our situation had been passed, and we could fly 10:38 am on which our flights were booked. After collecting our luggage, we went to the US Consulate General in Montreal, where two security agents denied us access, although we exposed them the urgent situation. Faced with this desperate situation, I collapsed. My husband took the initiative to return to France, after changing our plane tickets. Because of zealous agents, devoid of any respect for human relations, both at the airport and at the Consulate in Montreal, we found ourselves deprived of a dream trip that turned into a nightmare, and separated from the group that had no choice to continue his trip. So we suffered damage to 3 399,63 euros(corresponding to air tickets canceled) without considering the hotels that we could cancel reservations by Booking and without taking into account the moral damage

In Process

11/13/2016 10:26 AM

Lately, no matter which airport I depart from, I am being subjected to an additional screening at the TSA check point and along with my checked bag. This is not a "random act" as TSA describe it to be. It is getting really frustrated, having to deal with TSA profiling me cause of my race, color and mid-conception of who I might be. This is violating my civil rights, and this need to stop. I went and got a TSA PRE check done, just to avoid incidences such as these. However, it seems this has induce the problem to become a much bigger issue. I have been so called "Randomly selected sent for additional screening" 16 out of the last 18 times I travel.

I would like to be removed from any red flag list that I am on. These so called random acts, are not random. If so, I need to know the algorithm these devices are using to randomly select people; especially people of color. You (DHS) and your subsidiary (TSA) are knowingly and repeatedly violating the civil rights of U.S citizens, which is unconstitutional for any government agency to do so. I am being targeted because of my skin color, my looks of Indian descent, and my personal religious practices. I am requesting that your agency (DHS)and any sub-divisions under the federal government to stop violating the amendments and my civil rights.

Closed

11/25/2016 7:49 PM

I am concerned that there is something wrong with my passport. I have travelled frequently over the last few years to Bogota, Columbia as well as India for business as most recently to Cancun for our first family vacation. A few years back, I resolved and paid in full my child support arrears which allowed me to order my passport (approx Oct 2014). When returning home (DIA) on my first trip, I used the automated Kiosk for re-entry and it worked fine. On every subsequent trip out of the US (about 15 business trips), I am flagged with an X and referred over to see an officer. I do this of course and they pull up my passport, ask me if the trip was business or pleasure and send me on my way. I have asked several times to the officer why I am not cleared at the Kiosk and I am never provided any information. I have researched this online and the only articles I could find reference if items are being declared, but my travel just for a week at a time to see my team down there, and basically just bring back what I leave... laptop and clothes. Is there something flagged or wrong with my passport? Its embarrassing when traveling with companions for work and I am always deferred to a very long line only to be passed through. My Passport # is [REDACTED] If you can look into this and let me know what information I can provide or if there is something wrong in the system, maybe a space or something where it shouldn't be. Everything looks correct on my passport, but when I book flights it puts my first and middle name together as [REDACTED] so maybe that has something to do with it? I travel internationally to the same destinations frequently so it would be great to resolve this. Thanks!

Closed

12/2/2016 10:48 PM

In June 2012 I was denied at the border after 11 hours of detention in a cell without any justification, even after I asked several times what was the issue. I simply came to spend my day at Burlington then cross the lake to go to Plattsburgh. But when I arrived to the border, the agents told me right away to step out of my vehicle, then I had at or not? least 4 agents around me and they even handcuffed me. Once in the office, they searched my many times, touching me everywhere, it was almost a sexual harassment. Then I had to wait 11 hours in a cold cell wearing only shorts and a t-shirt. When I asked for a jacket they said no. They even interrogated me 4 times. At the end of the day, before leaving, the border agents simply told me not to worry, its only for this time, next time it should be fine. Also, they confiscated my laptop, which I had to come back by myself to get it back 10 days after. I found out it was disassembled bugged and not reassembled properly. Then, in April 2014, I had tickets to Mexico with only an hour of layover in the USA. The border agent in Montreals airport told me its simply a routine check and it should be fine after a few verification. I spent 6 hours waiting, only to be told that they dont feel comfortable to let me in the US, with no further justifications. I obviously missed my flight and couldnt get a refund for it, nor for the hotel reservation. I lost 1346\$ this day. Now Im an engineer in aeronautics and I may have some training in my career. I have no idea why I got denied and the most frustrating thing is that the border agent dont refuse me right away, they make me wait several hours, telling me every once in a while that theres nothing to be worried about, its simply a routine check and Ill be able to cross in the next hour, but at the end, I still get denied. I need to know exactly whats wrong, in details. Can I cross the border or not?

Closed

12/4/2016 5:37 PM

TSA000932

(b)(6)	<p>For reasons unclear to myself, I have been repeatedly flagged for additional security checks over the past 15 years and have been advised to share my experiences with the hope that I might find a way to decrease similar experiences. I was born in Mexico but have lived most of my life in the U.S. I became a naturalized U.S. citizen in 1996 and have completed my education in the U.S. I received my undergraduate degree from Stanford University in 2004, worked at the National Institutes of Health for 2 years, received my medical degree from the University of Pennsylvania in 2011, and a Masters of Public Health from Johns Hopkins in 2010. I am currently a board certified internist completing my rheumatology fellowship at Stanford Hospital. I have no past criminal or drug history. I am the recipient of the (b)(6) (b)(6).</p> <p>I have traveled regularly during the past 15 years with friends and family and it has been clear to us that I have been disproportionately selected for extra screening on multiple international flights as well as domestic checks. While this previously appeared somewhat coincidental, several individuals have remarked that I appear to be unfairly targeted for extra security. In reviewing a recent article published in the Economist, this seems to be a violation of my Fourth Amendment right to avoid unreasonable search and seizure (though I understand the importance of screening for maintenance of passenger and national security). It is no longer merely an inconvenience but has caused personal harm in terms of humiliation and near disruption of entire group travel plans by causing me to nearly miss connections or have to make unnecessary accommodations. This most recent episode also resulted in what seems to have been unnecessary screening (for example, is the metal detector really needed if I was going to be screened by the whole body scanner as well as manual body search). It is also not clear why I have been targeted for such checks. Also, some discretion would have been appreciated as well as some guidance at the beginning regarding expectations and degree of screening that would be expected would have helped to make the process less frustrating. I ask that TSA look into this case and assist me in helping to avoid similar experiences in the future. I was advised by a separate and thoughtful TSA agent to apply for a redress number and it seems that this is no longer an isolated event. I appreciate your assistance.</p> <p>Sincerely (b)(6) MD, MPH</p>	In Process	12/8/2016 12:41 AM
	<p>I am a PhD student with good standing at UCLA. I was asked to go to another room (where no cellphone or laptop was allowed) and made to wait there for over 2 hours and was told that some information regarding the SEVIS ID on my i-20 had to be verified. I had all the required documents and travel signatures. One official told me it could be that my university (UCLA) hadn't updated some information. I checked with the university and everything is up to date. Surprisingly, this is not the first time this issue is happening. It happened on my previous entry as well - on 9/23/2016 and I was made to wait over 3 hours that time. It has never happened before that in the previous 2 years when I came into the country 4 times on the same F1-Visa. I would greatly appreciate it if the matter could be resolved so that in future, I can pass through customs without any additional delay. It is extremely tiring after a long 24 hour journey to be made to wait for 2+ hours. Additionally, the lack of cellphone usage causes worry to my family in India who expect me to have reached home by then and contacted them about my safe arrival. I tried explaining this to the officers both times and was met with cold rude responses on both occasions. No one was willing to give me any information about how long the process could take either. Even a mere attempt by me to stand up would invoke a loud angry response by the officials and the whole experience was literally traumatizing - twice.</p>	In Process	12/14/2016 4:21 AM
	<p>I was travelling on Qatar Airways (QR707) via Doha to IAD, Washington DC on the 7th of December. Before boarding the flight to DC, there was security check. I was asked to remove my shoes and my full leg brace so that it could be scanned. I was told that I needed to do this in compliance of US security regulations. I did all that with everyone watching me. There was no enclosure or closed place to do all this in privacy. After the brace and shoe was scanned, it was given back to me. I wore it and was taken to the counter. The staff of Qatar Airways told me that I need to be scrutinized again and my brace and shoe needed to be re-scanned. I had gone through it once and was okay to go through it again but I needed privacy and dignity to go through this again. They said they dont have it. Qatar Airways was apologetic and kept saying that they have to do this in compliance of US Security regulations. My name has SSSS on my Boarding and hence they need to comply with US Security regulations. It was humiliating to go through this with all men watching me lift my skirt, remove my full leg brace and wear it all over again. I felt violated. Incident 2 This incident occurred on 11th December 2016 at IAD Washington DC. I had to Board QR 708 to go back to my home country India via Doha. I reached the Qatar Airways counter and the lady at the counter issued the Boarding card. Within seconds she said, and I quote, "I am sorry, your name has SSSS and you will have to be screened separately by TSA". And she marked SSSS on my Boarding card. An officer from TSA came and he said that I need to go for Secondary Screening and that everything in my hand bag will need to be scanned, screened with hand held devices and inspected by hand. There will also be a complete pat down with hand. I told the officer that I have already experienced this in Doha when I was flying from India to come to DC. It was not a nice experience to go through this in full view of public with everyone around watching me. He said they will ensure full privacy for me and pat down will happen in an enclosed private space. I asked, what is SSSS and on what basis my name has SSSS. He said he didnt know and that they have to comply with the regulations. The staff was courteous. I was not asked to remove my shoe or brace and a complete pat down happened in privacy and with dignity. Every single shred of paper in my cabin and hand bag was inspected by hand. Items of personal use and hygiene like my lipstick, lip balm, sanitary napkin were opened and checked. I understand that when it comes to security, emotions of the person who is marked as SSSS do not count and everyone is just doing their job, but the memory of what happened in Doha, Qatar on 7th December 2016 was so raw and fresh, that it still felt like violation and infringement on privacy and dignity.</p>	Closed	12/14/2016 5:26 AM
	<p>Coming to US from business or personal trips (Coming from Brazil, Argentina and Iran in last few years). Travelling inside US (to New York and Atlanta on business trip).</p>	Closed	12/16/2016 6:38 AM
	<p>First I wasn't able to print a boarding pass online so I had to leave work early to get to the kiosk even though I didn't have bags to check. At security I was pulled aside and they took things out of my bag, did swabs, made me turn on my computer and phone and detained me. They called me to the Alaska counter to tell me it wouldn't happen again in Seattle at my connecting flight. This flight was then delayed so I was in a bit of a rush to make the next flight but they pulled me aside in Seattle, even though the first boarding pass had been stamped. Not only was my bag taken and checked and my electronics turned on, but I was swabbed again and they did an embarrassing pat down. They wouldn't give me my phone when it rang or let me check my boarding pass to see if I was going to miss my flight. No information was given as I waited. When they finally let me go my flight was already boarding. I was meeting family on the other side who had driven an hour and a half to get me in the rain, but they wouldn't let me phone and warn them that I might be late. Security told me the airline had tagged me for security but when I called Alaska they said they hadn't tagged me but it had come from TSA. I am very confused and humiliated and would like to know why this happened and respectfully ask that it not happen again.</p>	Closed	12/18/2016 1:59 AM
	<p>Detained for questions in FT. Lauderdale. Electronics confiscated and returned by DHS 1.5 years later. Detained for secondary in Miami upon return from Spain. Detained for secondary in Abu Dhabi, asked series of questions about countries I have never been to. Asked me about a person I didn't know and who I frequently email in Japan. I dont know anyone in Japan.</p>	Closed	12/18/2016 8:36 PM

TSA000933

(b)(6)	Since I started to live in the US (June 2013). I am always getting SSSS in my boarding pass. I am a businessman and father of 2 daughters. This is an embarrassment for me while I am traveling with my family and other friends. I can never print my boarding pass from the Internet devices and kiosk. How can I clear this situation, I will appreciate it if you can help me	How can I clear this SSSS situation, I will appreciate it if you can help me	Closed	12/24/2016 4:49 PM
	I am currently working in Seattle, WA on an E3 visa. I took a 2 week trip back home (Australia) for my sisters wedding. On my trip back to the states, my travel itinerary was SYD - AKL - SFO - SEA. In Sydney I was asked for additional screening, the agent referring to it as a random test. The agent took a swap of the palm of my hands, my personal items, and ran the test for possible explosive materials. In Auckland, all international transfers go through security again, and so then once again, a random test, and the same kind of thing. In Auckland again, before boarding the flight, the airline calls my name out for additional screening, this time they say its because of the SSSS on my boarding pass. Same kind of thing again. When I reached SFO, to no surprise the SSSS on my boarding pass meant for additional screening. This time it was out of the ordinary, I had to go through both traditional and backscatter Xray machines, my bags were off course x-rays, and then everything out of my bags got pulled out, electronics separated, and swapped for the machine. If that wasn't enough, I was then also patted down rigorously.	2 layovers. 4 secondary security screens. Seems excessive.. I understand that my last name may share close resemblance to those on watch lists, and completely understand the need for random testing and additional screening. It would just be nice if these screenings were more coordinated, so I dont end up feeling ashamed for being called out at every security checkpoint..	Closed	12/27/2016 5:27 AM
	My name is [REDACTED] Esq., a licensed Barrister and Solicitor of the Supreme Court of Nigeria based in Abuja, Nigeria. I have visited the United States of America on several occasions starting from 2006 when I was first issued a B1B2 visa. On all my visits to the U.S in the past ten years, I have never over stayed my allotted period of stay and I have never been a charge on the American Government because I have always paid my bills. I also, most importantly, never breached any of the laws of the US. On 03 November 2016, I flew into the U.S on a scheduled vacation. On arrival at Chicago OHare International Airport, I was denied entry into the United States, after more than three hours interrogation and ordeal and my visa cancelled and revoked for five years. Whereas, I understand, that possessing the visa does not guarantee entry into the U.S and entry is a privilege and not a right, suffice it to say that the grounds and reason for the US Immigration Officers treatment handed to me is baffling. My interview with the Immigration Officer I later came to know as [REDACTED] was routine and usual until I told her I planned to stay in the U.S for two months during this visit. She had concerns with my period of stay and asked how I planned to spend two months, I informed her that I had not taken a vacation for years due to work, caring for my sick mum and a special needs brother. I told her that while in the U.S, I intended to unwind, read, and develop a book that I am writing. I also informed her that I had once spent three months in the US on vacation and left as scheduled. At this point, she requested to search my luggage, instructed that I opened my book diaries and input the passwords to my electronic devices. She threatened to deny me entry into the US if I refused her access to my diaries and phones. I submitted everything for her perusal. During the search of my luggage when she saw my academic certificates and asked why I carried them, I told her that that within my vacation, I would love to visit a school in Boston regarding an MBA starting September 2017, to see the school for myself, discuss with a representative face to face and about my desire to have modules different from the ones I had taken for my degree in London. I took my documents to have them readily available for the visit should it be necessary to show such representative and discuss of my certificates. I tried to explain to her that I had not formally applied to the school or any school in the US and so did not have an admission. It takes about a year to process an MBA in the USA, time this single entry cannot accommodate. After nearly four hours of waiting, Officer [REDACTED] informed me that she had reached a decision to deny me entry to the USA, to revoke my visa and put a ban of five years on me. I requested to know the basis of her decision and she gave me a report that read that my visa was being revoked because I AM AN IMMIGRANT NOT IN POSSESSION OF A VALID UNEXPIRED IMMIGRANT VISA, ENTRY PERMIT, BORDER CROSSING CARD OR VALID ENTRY DOCUMENT REQUIRED BY THE IMMIGRATION AND NATIONAL ACT. Her explanation of the decision was that I was coming to the US to procure an F1 visa. Officer [REDACTED] reasoning and decision were unfounded, baseless and wrong. I was coming into the US for an overdue holiday to which I provided her every information. Consequently, Officer [REDACTED] action is based on two faulty and wrong premises: I did not have any admission, and had not taken any steps at converting my B1B2 visa into a F1 visa and should that had been the case, which is clearly not, it is an act permissible and provided for under U.S law. Also, an F1 is not an immigrant visa for that matter. Officer [REDACTED] also alleged that she saw information in my phone wherein my intended host sent money to me in Nigeria, to which I explained to her that the money was for my hosts family to make a purchase in Nigeria. During her search, she had made a call to my host to ask majorly about the money and not to ask any questions to support or verify my story, knowing she was to make a serious decision about my entry, and bar to the US for years. Another very disturbing and peculiar treatment of me by Officer [REDACTED] was that Officer [REDACTED] made and communicated her decision to deny me entry, revoke my visa and place a five year ban on me before she decided to interview me and put issues on record. When I registered my concern she gave me a written statement, for my review and signature, of her latter questions to me which came after informing me of her decisions. I was shocked to notice that, what she had put on paper as my responses were misrepresentations. Most shockingly, she did not include my explanations about my holiday or about my certificates, the very premise for her decision. I drew her attention to it and when she refused to make corrections, I declined to sign it.	I did not get the chance to speak to a lawyer or my hosts who were waiting to pick me up in Tulsa. I was subsequently fingerprinted, put on a returning airplane and my travel documents handed over to the pilot only to be released to me in Europe. I felt like a common criminal being deported amidst the injustice meted on me. I most respectfully implore you to use your good offices to look into my case and make a review. The fate of a denial of entry to the USA and a bar for five years, having the prospects of adversely affecting my good and genuine travel records and future visits to other countries, is a fate that should be deserved. I am a law abiding citizen of Nigeria, in all countries I have visited including the United States, or have lived in such as the United Kingdom. It is an injustice to let the action of a single immigration officer, which I consider to lack merit, paint me in negative light and adversely affect my ability to travel to the United States or any other country for that matter. Thank you for your anticipated cooperation in this matter. Sincerely, [REDACTED]	Closed	12/30/2016 11:28 PM
	Over the last several years I have had difficulties travelling in and outside the US. I am always selected for additional screenings and have been extremely close to missing my flight on several occasions. This process has been going on for over 10 years. I have been told that I am on some special "list", and I am never told any additional information. On 12/25/16 I was entering the US after leaving Canada and CBP detained me for 4.5 hours at the border of Detroit, Michigan. My family and I had our passports, cellphones and personal belongings confiscated. I was not given any explanation as to why this occurred. It has now reached a point where my rights are being violated as I am not even given a simple explanation as to why I am being held during my travels. There are innumerable times where I have been in the situation of being detained and questioned.		Closed	1/4/2017 12:56 PM
	On 12/29/2016 I was returning from a 10-day trip to Curacao. My original InselAir Flight was delayed 10 hours so I took a different flight that had a short stop in Haiti and continued on to Miami. We had been told that we wouldnt be deplaning. When we landed in Haiti we were instructed to gather our carry-on luggage and to deplane to waiting buses. Once on the bus, a Haitian official stepped on and asked for me then demanded my passport. After 2 hours my passport was returned with no explanation. We departed for Miami. Once I arrived in Miami, I went to the Customs kiosk and scanned my passport as directed. I received a receipt that had an X on it and directed me to a customs official. I stood in that line and when I got to the official he took my passport and looked at his computer then asked me to follow him. I repeatedly asked what was wrong as we went down the hall. He led me into a large room full of people and told me to have a seat. I was told I could not use my phone or any other electronics. The room was extremely hot and full including families with small children. After an hour and a half I was called and given my passport with no explanation or answers to any of my questions. I need to know what the problem is as I am looking at some international travel in a few months. This was very frightening and disruptive.	The personnel that I dealt with in Miami were extremely rude and threatening. I have never had legal problems and am highly educated, but was treated like a common criminal. Others in the room were also treated rather poorly. I know that the Customs personnel have a hard job but they are extremely rude. There was a Canadian beside me that was trying to communicate with his wife and children that are American and was threatened for talking to them on his phone. They were waiting to see if they should board their next flight and he was not allowed to communicate with them. How many people does this happen to?	In Process	1/5/2017 9:36 PM
	Hello on September 11 2016 I was coming from Anguilla to ST CROIX VI on coastal airlines when entered the border patrol area I had in my travel bag a small amount of marijuana was found in a crushing device which I had forgot to discard in Anguilla the officer in charge implemented a fine of 500.00 dollars I paid the fine was searched given a receipt and released I told the inspector I was sorry it wont happen again now every time I travel leaving ST Croix Im being held for an extra search I am a retired correction officer of 28 years never was arrested no criminal record not even a traffic ticket my wife and 12 year old daughter just recently moved to Tampa Fla. I live on St Croix and will be traveling back and forth quite often I humbly ask if the extra searches can be expunge off my record and allow me to travel freely once again I thank in advance Im am sorry for any inconveniences I may have caused Lucien Lake.		Closed	1/6/2017 12:35 PM
	Every time I travel, I cannot print my boarding pass at home. I have to wait at the counter for up to 45 minutes for a boarding pass to be printed. I am always referred to secondary screening, where I am subjected to humiliating body searches. I have stopped carrying my phone and laptop because CBP would go through them every time and it would delay me even further. Most recently, I attempted to fly to Detroit in November. I had to wait approximately half an hour to get my boarding pass, then was referred to secondary screening. It took another hour for to get through thorough pat downs and by the time it was done, I had missed my flight. Because I was told that I would have to go through that whole process again if I went back to the counter to get booked on another flight, I would have to go through all of that screening again, I left the airport.		Closed	1/17/2017 1:57 PM

TSA000934

(b)(6)

In Process

1/24/2017 4:51 PM

On January 15, 2017, I made a trip to the United States through American Airlines. I made a connection in Dallas Texas, my final destination was Newark, New Jersey. A planned trip to visit the cities of New York and New Jersey and celebrate on [REDACTED] the birthday of my mother [REDACTED] American citizen. Arriving at the immigration module at Fort Worth Airport in Dallas, Texas; I was arrested and taken to the CBP offices, received by the official [REDACTED] [REDACTED] who made a complete record of my belongings, just like on my cell phone, where I read a conversation with my sister's husband, and misinterpreted said Conversation, he assumed that I was coming to work in the USA. To which I replied that my real purpose was to spend my working vacation visiting different places in New Jersey and New York. Officer [REDACTED] told me he would call my sister and her husband to confirm the information I had given him; After a few minutes he approached me and said that I talked to them and that they confirmed that I was coming to work in the USA and that they would pay me 60 dollars a day, THIS IS NOT TRUE. Officer [REDACTED] also told me that the times I had presented myself to the American embassy in my country Peru, had done it with lies, that I was not a credible person, and that this is what the authorities had put in the computer; Which is NOT TRUE because the times that I present myself to the American Embassy in Peru, was WITH THE TRUTH. That is why, after going through a 12 month administrative process on May 6, 2016 I was granted the American Visa B1 / B2 with number [REDACTED] in force until May 4, 2026. I ask the authorities of the United States to consult my record in the offices of the American Embassy in Lima, Peru, and also to review the interrogation that the [REDACTED] [REDACTED] interrogated me because, at all times, he told me in a threatening tone: "this room has Cameras and speakers, watch what you say because it can be used against you as a criminal offense, this is your last chance to tell the whole truth to make a decision if you enter my country or you are returned to yours", harassing me, trying to frighten me and to pressure me to say what he wanted to hear. I always told him the truth that he came to spend holidays and see my family. I also request to review the phone calls from the official [REDACTED] [REDACTED] and my relatives. The official [REDACTED] [REDACTED] made the interrogation in the Spanish language and after this it makes me sign papers where it indicates to me that they are written there my answers. But since everything was in English, a language that was not read or understood, I did not know what I signed. Today in the tranquility of my home, using the translator of google [REDACTED] see that the answers of the interrogation are false. IT IS NOT THE TRUTH OF MY ANSWERS. In the lower part of one of the sheets that sign says "witnessed by [REDACTED] CBP officer" which means that there was a witness in the interrogation, which is FALSE. There was never another officer present who was not the official [REDACTED] [REDACTED].  
 My air ticket was back and forth, I brought all the legal documents that the USA requests for entry to the country as they are Passport and American Visa. Do not bring anything illegal and still I was arrested and locked up in a cell as a criminal. I am a person of good, active worker with 8 years of experience, with an administrative position of Assistant Warehouse and Expedition, working for one of the best companies of Peru, located in the TOP TEN as is ARCA CONTINENTAL-LINDLEY official bottler of COCA COLA COMPANY. The vacation leave of my work was shown to the official [REDACTED] [REDACTED] to whom it did not take any importance to him. I respect the laws and agree to comply; What is not acceptable is the humiliation and the psychological and moral abuse that the officer [REDACTED] [REDACTED] committed to me. I was unfairly denied entry to the USA, I have been returned to my country of origin, I will return to the American Embassy in my country to request a new Visa and hopefully God will not again be a victim of discrimination as I was in the lamentable morning January 15, 2017. Any act of racial discrimination must be condemned.(USE THE GOOGLE TRANSLATOR TO WRITE THIS COMPLAINT)

I was taken for secondary screening while still in Toronto where my laptop and cell phone were not given back to me until I reached Utah. There I was met at the gate by two FBI agents who searched my belongings thoroughly and my electronics.

On my flight to Toronto I was put under SSSS and I was searched at each lay over next to the boarding gate. I had two layovers one in Phoenix another in Charlotte. My checkin bag was lost and returned to me very broken and torn.

In Process

1/25/2017 7:22 AM

I was travelling to San Jose on August 15th 2016 for my MS in Electrical and Electronics Engineering starting from August 24 2016.I was detained at San Francisco airport for questioning. Initially the officer asked me my purpose of visit, Why SJU University for Masters, Why Electrical and Electronics Engineering. After which the officer asked if he can see my transcript. The officer said my transcript and scorecard was fake.I told them that my university and transcript was verified by World Education Services and sent to San Jose State University for admission decision into masters program.Later the officer asked who is funding for my studies, I told them my parents are sponsoring me. The officer asked for the financial documents, I had accidentally forgotten to carry them and hence showed them the bank statement and also the proof of first semester fee payment in email and requested them to give me 5 minutes of time so that I can contact my parents and get them the financial documents by mail or fax or in next flight.They told me they cannot believe in bank statement from any Indian Bank and they need the amount in US Bank. I told them I will open an US Bank Account tomorrow and ask my parents to transfer funds for my studies.They told me I would be short of funding for my studies. In reply I told them I have sufficient funds for my study and stay in US and also I would get them the proof of the other documents which shows that I have full funding for my Masters program and cost of living if they allowed me to contact my parents.They asked me how much money did I bring, I told them I have 300 in cash and 600 in card for first 15 days of my stay and my parents would send the money to my US bank account once I share the details of the bank account with them.I had accidentally forgotten to carry the financial documents. I requested them to give me 5 minutes so that I can get them documents by mail or fax or in next flight to SFO and they can cross verify it and if they find the funds are insufficient for my study and stay or documents are fake they can take any decision.They declined to listen to me and insisted me on accepting that while here in US I would seek part time job and also that they see many Indians doing part time jobs in Indian restaurants, gas stations etc. I showed them the proof of my 2.5 years work with HCL Technologies in India and told them my sole purpose was only to do my Masters at San Jose State University.They questioned me for nearly 10 hours and finally I was forced to accept that I would seek employment while being in the US much against my will. I was sent back from SFO airport revoking my F1 visa with 212 a 7 A 11 and 235 b 1.

I feel that the officer could have given me 5 minutes of time in the entire 10 hours of interrogation to prove that I had sufficient funding for my studies and to show fee payment proof of first semester. Also that the officer could have sent me back without forcing me to accept that I would seek part time employment while being in US.

In Process

2/5/2017 8:43 AM

On Dec 27 2016 around 3:30-4pm I and my family attempted to cross back to the United States at Windsor Tunnel Border Crossing (Canada). We were told "my name is similar to" a person they are looking for. Multiple border patrol agents approached our car. I was asked to step out, handcuffed, and detained. This was in front of my family and children (who were horrified that their father was being handcuffed and taken away). My family was asked to leave all personal belongings including electronics in the car (which most likely was searched) and told to wait in another room. When all was done, I was NOT "the person they were looking for." I was informed that despite the fact that I am a law abiding citizen of the United States of America and have no criminal record, that I should expect to be questioned and/or detained/handcuffed when I travel again across borders. Also, apparently is some twisted form of kindness they stated to me that they would "wave" this questioning/treatment for one year. Again for being a completely law abiding citizen of the United States of America with no criminal history. No other paperwork given or explanation. Then told we were released.

I understand that border patrol agents have to do their job and screen all who cross the border to keep this country safe. My complaint is: 1. That I was needlessly handcuffed and taken away in front of my children (who were visibly shaken by the experience) and family, with only questionable reasoning for detainment. There was no visible or immediate threat. 2. There is no reason that I should "expect" this treatment again for no reason other than my name was "similar" to another individual. 3. What authority gives this "one year waiver"? Again, for no specific cause. 4. Also no information was given to me in the form of an incident number, reasoning for detainment, or any acknowledgement of the events that occurred that day.

Closed

2/7/2017 11:52 AM

TSA000935

(b)(6)

I travelled to San Diego for a short business trip on 14th January from London Heathrow on VISA B1/B2 [REDACTED] (b)(6) issued on 21 July 2008 and expiring on 17 July 2018. I was held up at the gate at Heathrow by CPB staff for 20 minutes for an interview and extra checks. At San Diego, at the customs control point, I was asked to wait for a secondary inspection. The wait was for 2 hours during which time I was given little information. My luggage was checked and I was interviewed. I was not allowed to use any electronic devices. The situation was embarrassing and led me to cancel a work dinner. At the end, when I was released, I was told to register my complaint on a CPB compliments and complaints website as CPB staff have no right to pass any information to me. I did this when I returned in London. I received an email from CPB Compliments and Complaints on 24 January, saying that they cannot help me and directing me to this website. I have been subjected to extra secondary inspection checks each time I have travelled to the United States since October 2015. As my circumstances are identical before and after October 2015, I am inferring that Homeland Security systems are flagging me due to an error that needs to be identified and resolved as its causing embarrassment and inconvenience. The other times since October 2015, I have had to go through secondary checks and the associated, embarrassment, delay and inconvenience are: - 18 October 2016 on a trip from London Heathrow to JFK in NYC on business. I was travelling on the same passport and Visa as for the San Diego trip (see above); I was subjected to extra checks at the gate at Heathrow and to a 3 hours wait with little information at JFK before I was released. The room at JFK was stuffy. I was not allowed to use electronic devices and most staff were curt and gave little information. I had to delay work dinner arrangements as a result. - 7 October 2016, I tried to check in on a BA (British Airways) flight from Heathrow to Washington DC on an ESTA that had been approved on line a few days before. I was told by BA staff that the ESTA had been withdrawn at that point. The BA staff contacted Heathrow CPB staff which referred me for extra information to the US consulate. At the US consulate they told me that it had nothing to do with them and that "Heathrow CPB staff often refer UK residents to the US consulate to get rid of them". I was told I should fly to the US with my old VISA rather than on an ESTA. By that time it was too late to go back home and obtain it, so I missed my flight and the business meeting at significant material and business cost (let alone the frustration and the stress). - 18 May 2016; I was travelling still on my old passport [REDACTED] (b)(6) (expired 22 July 2016) and on ESTA [REDACTED] (b)(6) approved on 13 August 2015. I flew from Frankfurt airport into Dulles Washington DC on business. My boarding pass was flagged "SSS" and I was subjected to extra checks in Frankfurt airport that took around 15-20 minutes. I should clarify at this stage that I was travelling on ESTA because when I issued my VISA in 2008 Greece (I am by birth a Greek national although I have resided in the UK since late 1987) was not part of the VISA-waiver program with the US. Since Greece was admitted to the program, my office in London who organizes my business travel has been applying on my behalf for ESTAs. I had an ESTA before the 2015 one, and I never had any issues travelling with it in the United States. - 9 January 2016, I was travelling on my old passport and ESTA as per 18 May from Heathrow to Kansas City via Chicago on business. My boarding pass was flagged "SSS" at Heathrow and I was subjected to extra checks. - 25 October 2015, I was travelling on my old passport and ESTA as per 9 January 2016 from Heathrow to Washington DC (Dulles) to attend a wedding of a friend. My boarding pass was flagged SSS at Heathrow on the way in and at Dulles on the way back (31 October) and I was submitted to extra checks, lasting 15-20 minutes each. Before October 2015, I have never had been subjected to extra security checks whilst travelling into or out of the US. My circumstances are identical before and after October 2015. I have lived in the same London address for 12 years. I am married to the same person for the last 17 years and I have worked for the Bank of England (central bank of the United Kingdom) for the last 21 years. I am therefore at a loss to understand what is causing the secondary security checks. The last two times in particular have been especially inconvenient with me being held up at customs control for secondary inspections for a few hours with little information. I am concerned that this pattern will continue until the situation is investigated and cleared. I am next due to travel to the US on business on 16 February (to JFK on a BA flight from Heathrow).

In Process

2/12/2017 7:41 AM

The last several times I returned to the United States from abroad, I was told by the Immigration Officer that my fingerprints, because of my age, could not be "read" by the scanning device, as a result of which I was subject to additional screening.

Closed

2/16/2017 1:58 PM

After boarding flight AC 7357 on 9-Feb-2017, from Baltimore, MD Toronto, CAD, someone came onto the plane and took my passport saying they will bring it back, but giving no explanation as to why they were taking it. They did so in haste without identifying themselves. It was brought back to me within some minutes and no explanation or apology was provided. The woman said nothing. It was a traumatizing and embarrassing experience for me. I frequently travel to the US on behalf of my company IndustryBuilt, and I've noticed in the last 3 months I almost always go through further screening when leaving the US and coming back to Canada. I would be searched, swabbed, and my electronics, bags, etc checked. I would like to understand why this continues to happen practically every time I travel and if there is any way this can stop.

Closeout Review

2/18/2017 11:12 AM

There is a flag on my name at the CBP to search exhaustively all my personal belongings and my cell/computer. These secondary searches have been going on every 2 weeks I travel for the last 3 months at San Juan International, and the CBP has not found anything of alarm. I request that the label be removed since the many futile searches prove they are no longer necessary. Because of my regular travel last year, they were determined to find wrongdoing in me. In November 2016, ICE found photos I downloaded to my hard drive of young women from emails or texts they themselves sent to me from Latin America, none of which are from the US. They are from dating websites and classified sections that I have found over the last 3 years with the intention of finding a healthy mutually fulfilling stable relationship between man and woman. Most of the photos are fully clothed, as far as I know above 18. Only a very few were nude, and may have been under 18. I have since strictly eliminated possibly confusing images from my electronics to avoid suspicion that I am committing some crime against anyone, from the US or abroad.

I never take photos of nude adolescent women for any purpose at all. In Process  
Just because I can afford leisure travel to Latin America often, they incorrectly assume I should be suspected of some form criminality.  
Please remove the stigma of a flag by my name that unnecessarily burdens me every time I cross the border.

2/24/2017 1:32 AM

I am a 32 year career flight attendant starting with 5 years @ Eastern Airlines in 1985 and now 27 years with Delta/NWA. I fly ONLY international trips. This means that some months it is possible for me to clear Immigration & Customs 5-6 times in ONE calendar month. I am excessively sent over to extensive secondary screening even when returning in full uniform from my work trips, as well as personal travel, for no reason. Over the past few years I have been checked approx 2 dozen times including twice just this past week. Nothing has ever been found nor confiscated from me...EVER. I have never violated any customs law, always claim even the most trivial of purchases outside the USA and have NEVER been arrested anywhere (a question the officers often ask). I am a law abiding, tax paying US citizen, yet getting the "shake down" excessively when entering my home country, being made to feel like a criminal until the officers ONCE AGAIN determine that Im "good to go"...even when it has only been a week since the last "shakedown" and then going through the same bags, same electronic devices, same dirty socks and underwear.

While I understand that random checks do and SHOULD happen, my In Process  
circumstances certainly seem not at all random. I understand the officers are just doing their jobs and are usually, but not always, respectful. Even so, the excessive, extensive and repeated secondary screenings are unfair and obviously unnecessary if my perfect Clearance History would just checked. If it was only on the random occasion I would not be filing this report, but SO many times feels like harassment and I would be grateful if the appropriate actions are taken to make this stop. Thank you in advance for your prompt attention and consideration in this matter.

3/1/2017 12:54 PM

For several years, I have always been delayed when entering the USA, whether by road or air-even if I am just changing planes. I believe this is called "secondary screening", when I am asked to come into the office and wait while CBP staff do something. When they give me back my passport and allow me to enter, I ask what the problem is. I am always told "We are not allowed to tell you". When I was changing planes at MSP 5 days ago, I was given a DHS trip slip of paper, and instructed to make an online enquiry. So here it is. I do hope that you can correct this problem, as the delays have caused missed flights and separation from my companions, who are often disabled. I will send you copies of my Canadian passport, drivers licence, and my I-407 and I-831 form from when I gave in my Green Card after we moved back to the USA. I am retired from clinical practice now, so you may phone me without disturbing patients, if you need further information. However Email is my preferred mode of communication.

I did fill out and try to submit this form from my mobile device, but the In Process  
process seemed to freeze up. So I am submitting this form from my laptop, with the hope that it will be submitted to your satisfaction.

(b)(6) MD A number (b)(6) Mar. 3, 2017

3/3/2017 3:46 PM

TSA000936

(b)(6)

I am not guilty of violating any of the immigration conditions of my F1 status during my one and a half year stay in the U.S. I am now slated to graduate in May this year after completing the last 2 subjects this semester. I came to India on a short visit to meet my family and while returning back on the 5th March 2017 was not allowed entry into the U.S. and was sent back and reached my hometown early yesterday morning (7th March). I traveled for 23 hours from India to Chicago and after being interrogated for 5 hours was sent back traveling another 23 hours before reaching my hometown. During the 5 hours detention at Chicago airport, I was interrogated and was being told to accept that I was illegally working there when that was not at all the truth. I was repeatedly told that I was lying and was not allowed to show evidence to support the facts. My phone and laptop and wallet were checked. The immigration officers formed their opinions from the following: 1) A message from Royal liquor to whom I spoke for a job in CPT but realizing that it was not appropriate did not take up this. Seeing a message from this person the immigration officer checked with him and was told that I worked with him. Later on receiving a text message on my mobile phone from this person of Royal liquor, I confronted him as to why he gave false information. He said that he did it only to be helpful, thinking that it was a job referral. Now, this turned as an evidence for the officers to believe I am lying. I can send you screenshots of my conversation with this person and can also show you the actual message in my phone in support of the above. 2) I was asked about changing my University from Lawrence Technological University to Trine University which I did solely because the course offered at Lawrence was of lesser interest to me than the one given at Trine. This was a later realization but since this is allowed I shifted to Trine. This was held back against me saying that my GPA at Lawrence was low while no recognition was taken of my good scores (3.8/4) at Trine saying that Trine is not a university of repute. If admissions are offered to international students at Trine as an accredited institute this must be an acceptable university. 3) Moving to Chicago instead of continuing in Detroit was viewed as a reason for finding illegal employment. Trine University which I was attending was 30 miles farther from Chicago than Detroit but at Chicago, I had an advantage of combining my travel with other classmates there. I was pressurized into accepting that I worked illegally in America(Detroit & Chicago) but I told them it is not true. 4) Purchasing a used crown victoria car for my commuting was another reason which led the immigration officers to believe that I was working as a cab driver. They said that they found a blank template of a cab bill in my laptop which was made as a sample format by me for a business model and were not meant for any billing purpose. They also based their conclusion on a blank template of a cab bill which they found in my laptop. This was made as a sample format by me for a business model and not for any billing purpose. There were many other templates in the laptop which were not seen by the officers. They included business proposal for a manufacturing company for food and spices and also there was a construction business plan which was required to be done as part of the curriculum of the masters program. So without any evidence they concluded that I was working for the cab company when this is an imaginary and a hypothetical proposal where no such company exists. 5) The officers then opened a file in my laptop where I documented the amounts being transferred into my account by my father and also showing my plan for repaying my father when I will be legally earning either in the U.S. or elsewhere. They also concluded from the above budget file that 1750 USD which was brought from India in cash currency in August 2015 where I first arrived in the U.S. was of an income from a part time illegal working. Also, 1440 USD which was deposited as my credit card payment after drawing from my sisters travel card into my Bank of America account was also assumed as an income from illegal working. My parents are sponsors for both me and my sister and I can provide the bank statements of both of us. 6) The officers have picked up things from my mobile and laptop and concluded on suspicion that I have worked illegally. Had they examined authentic documents and statements like bank accounts they would have reached factual conclusions. The officers were not allowing me to talk and their attitude was as if I was a criminal. During the process, they have got several papers signed by me which I did under a compelling situation. My original I20 showing approved CPT and the questionnaire were also not handed over to me. (b)(6) Passport # (b)(6)

After this episode, I am quite distressed with the manner in which the In Process process was conducted continuously labeling me as a liar without giving me a chance to explain. Without any substantive evidence, I was told that I was working illegally which to an immigrant who was honest and law abiding and with a clean record during the entire period of one and a half year of his studentship in the U.S. is a serious and a demoralizing allegation. After being admitted for an education program on published terms and conditions and conducting myself within the stipulated conditions and the framework of law and after investing my time, effort and money on this education and reaching to the end of my graduation, I wish to know on an evidenced basis as to why I am being stopped entry into the country. Though I am greatly dejected now, I have a liking to the country and its systems which had drawn me to pursue my studies there. I still have faith that there will be some authority above who will review factually and withdraw the false allegations. An early resolution of the above will enable me to continue my education and obtain my graduation as originally contemplated.

3/8/2017 2:31 PM

On January 7th, I was flying back with my husband from Mexico City where we had spent four days on our honeymoon. We were unable to check in online to our AeroMexico flight (Mexico City to Miami) and upon arrival to the airport my boarding pass noted SSSS, which the Mexican attendants noted was extra security as directed by the United States. I was subjected to having my bag and person searched at the gate prior to boarding the plane leaving Mexico City to Miami. Upon arrival at MIA border control, I received an X on my customs border entry paper, while my husband received the check mark. We were directed into a line where the customs officer noted, you have one of those last names after I inquired why he was unable to grant me clearance. He then called for another agent who directed us to a smaller room with several other people and asked to wait. Following that we were taken to another larger waiting room with one other person and asked to wait. Soon thereafter I was seen by a homeland security officer who although friendly proceeded to interrogate me regarding my trip, my occupation, my siblings, and my relationship/closeness to my siblings. He appeared particularly interested in my eldest brother and asked questions regarding his whereabouts, his occupation, and contact information. I found all of this rather intrusive, as I have never been subjected to this level of questioning while travelling and the purpose of which was never explained to me. I left without incident after approximately a 10-15 minute interview. The following day I was flying on Southwest (Jan 8 MCO to EWR) as I was returning to the Northeast area for work as I am a resident physician within the psychiatry department at Yale University School of Medicine. I again was unable to obtain my boarding pass online, again the first time I was unable to do so. Furthermore, upon arrival to the airport when I went to obtain my boarding pass at a kiosk, I was printed a document that stated that I proceed to security and that I would need to obtain my boarding pass at the gate. Again on this document was the label SSSS. Upon reaching the TSA agent, I presented this document and my drivers license and he called over his supervisor who noted that I was to undergo an extra security check which would include powering up my devices, one of which was uncharged and thus I had to plug it in at an outlet in the airport prior to proceeding with the search of my items and person. I spent approx. 30-40 minutes having each item of my belongings removed and examined. I then was also subjected to a body search, which although the TSA agent was respectful, was rather invasive and troubling. I was then allowed to proceed to the gate, where I was then given a boarding pass. Upon boarding the plane, the boarding pass I was given halted the ticketing agent and she needed the original document in order to proceed to allow me on the plane. I arrived to my destination without further incident.

I am a born and bred proud US citizen, with no criminal history, who went to college at Stanford University, went on to medical school at Rutgers New Jersey Medical School, and currently work as a physician resident at Yale University School of Medicine in the Department of Psychiatry. As a (b)(6) work at the (b)(6) helping heal our nations finest and often most forgotten individuals. Working at the VA already lends itself to a more intensive security check and fingerprinting with approval through Homeland Security, which is more than the average citizen, yet I was still subjected to an excessive, atypical level of security at the airport. I feel like I was treated as guilty and as a threat without basis, given the level of scrutiny I experienced. This level of screening without reason has made me feel targeted and profiled simply for my religious beliefs and has caused me and my loved ones great distress. I believe this treatment goes directly against what I believe is valued in our country, where people are not defined simply by their race, religion, socioeconomic background, etc. but by their commitment to American society and their desire to be fruitful citizens. I, as a Muslim American of African American and Colombian descent, psychiatry resident, sister, wife, daughter and many more identities strive to embody the universal ideals of being a compassionate and thoughtful person who would simply like to travel freely as other American citizens are able to do.

In Process

3/12/2017 11:33 AM

Every time I am boarding a flight from outside of the United States that is destined for the United States, after going through normal security, but before being allowed on to the plane, I am required to go through secondary screening, where my bag is searched, I am searched, and I have to turn my electronics on. I am told that I have been randomly selected, but this happens every single time that I fly into the USA from outside. My boarding pass has SSSS printed on it. Sometimes, they will scan the pass, the phone will ring, and they will ask me to wait. In addition to this, I can generally not print boarding passes at the kiosk, and have to go to one of the check-in desks. This has never happened when I fly within the USA, only when I am flying in from outside of the USA.

Closed

3/13/2017 2:15 AM

TSA000937

<p>(b)(6)</p>	<p>I arrived to Boston with my documentation in order to ask for a TN visa. As the officer told me that my school reports weren't appropriate because they were not translated in English. I then choose to withdraw my application. At the time, I did not seek Consular help and wasn't aware of all the consequences of withdrawing an application in the situation where I would have to make my visa demand at my destination, which was located in the United States. Considering the fact that I had a few belongings in the US as well as sports tickets for an event, I tried to enter the US as a visitor and was then denied entry. The agents searched my electronic devices and found that I had been working on making templates for the work that I was going to be hired for with the TN visa I had applied on a few days earlier. I was interrogated regarding these actions. Needless to say that this whole process made me extremely nervous as I never had problems before and I had been on many visas in the past and always respected all the requirements and deadlines for everything. I did not realize at the time that this was going to be an issue as I was in the process of applying for the TN and had a full offer from an employer and all of this was part of my overall contract that would have started as soon as I got my TN. The result of the very limited knowledge of the law regarding the work visa, the amount of nervousness of going through this process as well as not asking for consular advices resulted in an issuing of a five years ban from the border agents.</p>	<p>I am now seeking to enter the US again on a visitor's visa with the permission of Homeland Security. Thirteen months have passed since the event and I fully blame my lack of knowledge about the visa process and the specific laws surrounding it and specifically the fact that I could not do what I did for the two or three weeks prior to apply for a TN. What is making me ask for this permission is the fact that during my time as a student in the US, I did make a lot of friendships that I would want to be able to go visit a few times a year for a couple of days. My family also owns a property in Florida which we usually go to in the winter and during the summer vacation. I am now fully settled in Quebec City. As I have a full-time job, own a condo and still doing part-time studies here, I do not have the intention anymore of trying to work in the US but I would just want to be able to travel with the rest of my family, go visit my friends in the US for a few days and be able to transit in US airports if I travel to another continent. At the time, I was not informed of both the consequences of withdrawing a TN application nor did I know that I could have asked for consular advices as I never had any issues regarding an entry in the United States, despite the multiple types of visas I've had and my many leisure and family trips.</p>	In Process	3/14/2017 7:04 PM
	<p>When going through US customs, my wife and I are labeled as 4S which requires additional screening. We were sent to a separate room for questioning when we arrived in Toronto. When leaving the US we had all of our bags completely searched. We had to turn on all of our electronics.</p>	<p>My family and I have been living in Turkey for almost 3 years, so we understand why we are labeled as a security risk and appreciate our country's proactive approach in keeping US citizens safe. We would like to be able to avoid extra screening in the future though. We have 2 small children and international flights are stressful, it'd be nice to not have to worry about the extra screening.</p>	In Process	3/21/2017 7:55 AM
	<p>(Summarized TIF) ----&gt; My family and I have lived in the US for the past 4.5 years after relocating from Australia. I was bringing back an over-the-counter medicine from Australia, Mersyndol, for my wife. I spoke with the customs officer and he looked concerned and asked if the tablets contained codeine. I was naive to the fact that they did, but the fact that I volunteered the information, something the customs officer told me was a positive, shows that I had no intent to break any laws. As a CEO and Co-founder of my company, UpGuard, I need to travel relatively frequently. The fact that I have to go through secondary screening every time I enter the US makes this a much more painful process.</p>		In Process	4/4/2017 11:08 AM

TSA000938