



Ana Barbara Schaffert <ana.schaffert@schaffertlaw.com>

RE: Request to Reopen Case for Proper Resolution (Case Numbers 00590715 and 00590720) Case 00562032; Redress Control Number: 4051884

10 messages

RedressFinal, TRIP <TRIP@tsa.dhs.gov>
To: Ana Barbara Schaffert <ana.schaffert@schaffertlaw.com>

Wed, Dec 18, 2024 at 9:59 AM

Thank you for contacting the U.S Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP).

When DHS TRIP receives inquiries such as yours, we conduct a thorough review of the matter. DHS TRIP can neither confirm nor deny any information about you which may be contained within federal watchlists or reveal any law enforcement sensitive information. However, we have made any corrections to records that our inquiries determined were necessary, including, as appropriate, notations that may assist in avoiding incidents of misidentification.

As stated in our letter, we cannot ensure your travel will be delay-free. The redress process does not affect other standard screening procedures in place at airports and borders. For example, an individual may be selected for additional screening in order to resolve a walk-through metal detector alarm, because of random selection, or for other reasons. While this process may sometimes be stressful, we rely on the patience, cooperation, and understanding of travelers in such cases. The aim of these security measures is to safeguard the people of the United States and visitors to this Nation.

DHS makes every effort to process travelers in the most efficient and professional manner possible without compromising our primary mission of protecting our Nation’s borders. If you continue to have concerns during processing, we recommend that you request to speak to a Customs and Border Protection (CBP) supervisor on-site. A supervisor is always available to address the concerns of travelers.

The letter you received from us is the final determination of the request for redress you submitted to DHS TRIP. There is no additional information to share.

Sincerely,

DHS TRIP