

# EXHIBIT O



Transportation  
Security  
Administration

March 1, 2006

Ms. Rahinah Binti Ibrahim  
3403 Jalan 18/61, Taman Sri Serdang  
Seri Kembangan, Selangor D.E.  
Malaysia 43300

Dear Ms. Ibrahim:

The Transportation Security Administration (TSA) has received your Passenger Identity Verification Form (PIVF) and identity documentation.

In response to your request, we have conducted a review of any applicable records in consultation with other federal agencies, as appropriate. Where it has been determined that a correction to records is warranted, these records have been modified to address any delay or denial of boarding that you may have experienced as a result of the watch list screening process.

TSA cannot ensure that your travel will always be delay free as this redress process does not affect other standard screening procedures in place at the security checkpoint. For example, an individual may be selected by TSA for enhanced screening in order to resolve a walk-through metal detector alarm, because of random selection, or based on certain non-identity based factors reflected in reservation information. Additionally this process may not eliminate the need to go to the ticket counter in order to obtain a boarding pass. For instance, an airline might still require a brief period of time to comply with identity verification requirements prior to issuing a boarding pass.

This letter constitutes TSA's final agency decision, which is reviewable by a United States Court of Appeals under 49 U.S.C. § 46110.

If you have any further questions, please call the TSA Contact Center Office of Transportation Security Redress (OTSR) toll-free at (866) 289-9673 or locally at (571) 227-2900, send an E-mail to [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov), or write to the following address:

Transportation Security Administration  
TSA-901  
601 South 12<sup>th</sup> Street  
Arlington, VA 22202-4220

Sincerely,

A handwritten signature in black ink, appearing to be "S. J. [unclear]".

Office of Transportation Security Redress