

EXHIBIT Q



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The Transportation Security Administration (TSA) compiles Watch Lists based on recommendations and information received from Federal agencies, including intelligence and law enforcement agencies. We recognize that the implementation of the Watch Lists has occasionally led to frustrating delays at airports for individuals inadvertently impacted by the clearance procedures.

Mass Transit

We regret this inconvenience and have developed a clearance protocol that should provide a more efficient process for you during the flight check-in.

TSA Partner Programs

Persons with Disabilities & Medical Conditions

TSA Customer Service

If you would like to participate, we ask that you complete the TSA Passenger Identity Verification Form (PDF 110 KB) Please forward the completed Passenger Identity Verification Form (PIVF) with your original signature and the requested notarized/certified copies of records to the following address:

TSA Contact Center

TSA Claims Center

Signup for Homeland Security Alerts

**Transportation Security Administration
TSA-901
601 South 12th Street
Arlington, VA 22202-4220**

Passenger Resources

Travel Tips

TSA will be unable to process your request without the information requested on the PIVF. We will notify you in writing of our determination and will contact the appropriate parties, including the airlines, in an effort to streamline your check-in.

Please understand that the TSA clearance process will not remove a name from the Watch Lists. Instead this process distinguishes passengers from persons who are in fact on the Watch Lists by placing their names and identifying information in a cleared portion of the Lists. Airline personnel can then more quickly determine when implementing TSA-required identity verification procedures that these passengers are not the person of interest whose name is actually on the Watch Lists.

Clearance by TSA may not eliminate the need to go to the ticket counter in order to check-in. While TSA cannot ensure that this procedure will relieve all delays, we hope it will facilitate a more efficient check-in process for you. Additionally, TSA has issued guidance to the airlines to clarify further the Watch List clearance protocol.

TSA's clearance procedures apply only to persons affected by the Watch Lists. There are other reasons that a passenger may experience delays, such as random selection for additional screening, alarming at the security checkpoint, or as a result of increased security levels requiring additional screening. These types of delays may not happen every time and this process cannot grant relief from these occasional delays.

Downloadable TSA Passenger Identity Verification Form: (PDF 110 KB)