

**GENE GREEN**

29TH DISTRICT, TEXAS

- 2372 RAYBURN  
WASHINGTON, DC 20515  
(202) 225-1688
- 256 N. SAM HOUSTON PKWY. EAST  
SUITE 29  
HOUSTON, TEXAS 77060  
(281) 999-5879
- 11811 I-10 EAST  
SUITE 430  
HOUSTON, TEXAS 77029  
(713) 330-0761
- 909 DECKER  
SUITE 124  
BAYTOWN, TEXAS 77520  
(281) 420-0502

WWW.HOUSE.GOV/GREEN

**Congress of the United States**  
**House of Representatives**  
**Washington, DC 20515-4329**

December 9, 2009

**COMMITTEE ON ENERGY AND COMMERCE**

- SUBCOMMITTEE ON ENERGY AND ENVIRONMENT
- SUBCOMMITTEE ON HEALTH
- SUBCOMMITTEE ON COMMERCE, TRADE, AND CONSUMER PROTECTION
- SUBCOMMITTEE ON OVERSIGHT AND INVESTIGATIONS

**COMMITTEE ON FOREIGN AFFAIRS**

- SUBCOMMITTEE ON THE WESTERN HEMISPHERE
- SUBCOMMITTEE ON THE MIDDLE EAST AND SOUTH ASIA

**DEMOCRATIC AT-LARGE WHIP**

Ms. Gale D. Rossides  
Acting Administrator  
U.S. Department of Homeland Security  
Transportation Security Administration  
601 South 12th Street  
Arlington, Virginia 20598-0100

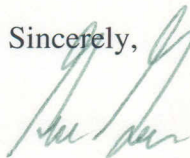
Dear Administrator Rossides:

I am contacting your office regarding an issue that has been brought to my attention in our district with several Transportation Worker Identification Cards (TWIC). Our office has been contacted by constituents with malfunctioning TWIC Cards. The cards are not damaged, nor have they been lost or stolen, but when they have requested a replacement card, they are told they need to pay the fee of a lost, stolen, or damaged card.

Our staff contacted your office legislative affairs and was informed TSA does not have a policy for replacing cards that are malfunctioning through no fault of the cardholder. I request you look into this matter and develop a policy that will allow malfunctioning cards to be replaced free of charge if there are no visual signs of damage.

I appreciate your attention to this matter and look forward to your response and action to remedy this issue. Please do not hesitate to contact me if I can be of assistance.

Sincerely,



Gene Green  
Member of Congress

GG:vj