



OFFICE *of* GOVERNMENT INFORMATION SERVICES

February 23, 2016—Sent via U.S. mail

[REDACTED]  
[REDACTED]  
[REDACTED]

Re: Case No.: 201600370  
NG: CM

NATIONAL  
ARCHIVES  
*and* RECORDS  
ADMINISTRATION

8601 ADELPHI ROAD  
OGIS  
COLLEGE PARK, MD  
20740-6001

web: [www.ogis.archives.gov](http://www.ogis.archives.gov)  
e-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
phone: 202-741-5770  
toll-free: 1-877-684-6448  
fax: 202-741-5769

Dear [REDACTED]:

This responds to your request for assistance from the Office of Government Information Services (OGIS), which was submitted by email on your behalf by your wife on January 6, 2016. Your request for assistance pertains to your request to U.S. Customs and Border Protection (CBP) for records about [REDACTED]

Congress created OGIS to complement existing FOIA practice and procedure; we strive to work in conjunction with the existing request and appeal process. The goal is for OGIS to allow, whenever practical, the requester to exhaust his or her remedies within the agency, including the appeal process. OGIS has no investigatory or enforcement power, nor can we compel an agency to release documents. OGIS serves as the Federal FOIA Ombudsman and our jurisdiction is limited to assisting with the FOIA process.

I understand that in response to your request, you received records pertaining to [REDACTED]. In seeking to resolve this matter, you provided OGIS with copies of identifying information to assist CBP in its search for records about you.

We contacted CBP to discuss your request and the agency's response. The agency explained to OGIS that because [REDACTED] is relatively common, the agency's search returned records belonging to [REDACTED] who shared [REDACTED] name and birthdate. The agency is not asserting that these records belong [REDACTED]. As a result of our conversation, CBP conducted another search for [REDACTED] records using the additional information you provided. CBP informed OGIS that it did not find any information about [REDACTED] in its records. CBP apologizes for the confusion created by its initial response to your request.



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I hope you find this information useful in understanding CBP's response to your request. At this time, there is no further assistance OGIS can offer. Thank you for bringing this matter to OGIS. We will close your case.

Sincerely,

/s/

JAMES V.M.L. HOLZER

Director

cc: CBP appeals staff

We appreciate your feedback. Please visit <https://www.surveymonkey.com/s/OGIS> to take a brief anonymous survey on the service you received from OGIS.