any inquiries will be accepted by mail
or facsimile at (703) 613–3007 or by tele-
phone at (703) 613–1287. Collect calls
cannot be accepted.

§ 1901.04 Suggestions and complaints.
The Agency welcomes suggestions or
complaints with regard to its adminis-
tration of the Privacy Act. Many re-
questers will receive pre-paid, cus-
tomer satisfaction survey cards. Let-
ters of suggestion or complaint should
identify the specific purpose and the
issues for consideration. The Agency
will respond to all substantive commu-
nications and take such actions as de-
termined feasible and appropriate.

§ 1901.03 Preliminary information.
Members of the public shall address
all communications to the contact
specified at §1901.03 and clearly delin-
eate the communication as a request
under the Privacy Act and this regula-
tion. Requests and administrative ap-
peals on requests, referrals, and coordi-
nations received from members of the
public who owe outstanding fees for in-
formation services at this or other fed-
eral agencies will not be accepted and
action on existing requests and appeals
will be terminated in such cir-
sumstances.

§ 1901.12 Requirements as to form.
(a) In general. No particular form is
required. All requests must contain the
identification information required at
§1901.13.
(b) For access. For requests seeking
access, a requester should, to the ex-
tent possible, describe the nature of
the record sought and the record sys-
tem(s) in which it is thought to be in-
cluded. Requesters may find assistance
from information described in the Pri-
vacy Act Issuances Compilation which
is published biannually by the FEDERAL
REGISTER. In lieu of this, a requester
may simply describe why and under-
what circumstances it is believed that
this Agency maintains responsive
records; the Agency will undertake the
appropriate searches.
(c) For amendment. For requests seek-
ing amendment, a requester should
identify the particular record or por-
tion subject to the request, state a jus-
tification for such amendment, and
provide the desired amending language.

§ 1901.13 Requirements as to identi-
fication of requester.
(a) In general. Individuals seeking ac-
cess to or amendment of records con-
cerning themselves shall provide their
full (legal) name, address, date and
place of birth, and current citizenship
status together with a statement that
such information is true under penalty
of perjury or a notarized statement
swearing to or affirming identity. If
the Agency determines that this infor-
mation is not sufficient, the Agency
may request additional or clarifying
information.
(b) Requirement for aliens. Only aliens
lawfully admitted for permanent resi-
dence (PRAs) may file a request pursu-
ant to the Privacy Act and this part.
Such individuals shall provide, in addi-
tion to the information required under
paragraph (a) of this section, their
Alien Registration Number and the
date that status was acquired.
(c) Requirement for representatives. The
parent or guardian of a minor indi-
vidual, the guardian of an individual
under judicial disability, or an attor-
ney retained to represent an individual
shall provide, in addition to estab-
lishing the identity of the minor or in-
dividual represented as required in
paragraph (a) or (b) of this section, evi-
dence of such representation by sub-
mission of a certified copy of the mi-
nor’s birth certificate, court order, or
representational agreement which es-
attles the relationship and the re-
quester’s identity.
(d) Procedure otherwise. If a requester
or representative fails to provide the
information in paragraph (a), (b), or (c)
of this section within forty-five (45)
days of the date of our request, the
Agency will deem the request closed.
This action, of course, would not pre-
vent an individual from refiling his or
her Privacy Act request at a subse-
quent date with the required informa-
tion.

§ 1901.14 Fees.
No fees will be charged for any action
under the authority of the Privacy Act,
5 U.S.C. 552a, irrespective of the fact