

## FREQUENTLY ASKED QUESTIONS CONTINUED:

**Q: Is it mandatory for every traveler to participate?**

A: Individuals seeking to travel internationally are subject to the laws and rules enforced by CBP and are subject to inspection.

**Q: I am a U.S. citizen. Am I eligible to participate in biometric boarding?**

A: As a U.S. citizen, you are able to participate in biometric boarding. If you do not wish to have your picture taken, please see an airline agent to request alternative procedures for identity verification and boarding.

**Q: What is CBP's authority for verifying identity using biometrics?**

A: CBP is conducting biometric verification pursuant to its statutory authorities, including the requirements of the 2002 Enhanced Border Security and Visa Entry Reform Act (Pub. L. 107-173), the Intelligence Reform and Terrorism Prevention Act of 2004 (Pub. L. 108-458), the Implementing Recommendations of the 9/11 Commission Act of 2007 (Pub. L. 110-53), and 8 U.S.C. § 1357. As biometric exit is implemented, CBP will ensure that all legal and privacy requirements are met.

**Q: Will my personal data be shared or stored? How is my privacy protected if I provide my photo?**

A: Digital photographs of travelers will be stored and matched in secure CBP data systems. U.S. citizen photos will be deleted within 14 days of identity verification. More information is available at [www.dhs.gov/privacy-impact-assessments](http://www.dhs.gov/privacy-impact-assessments).

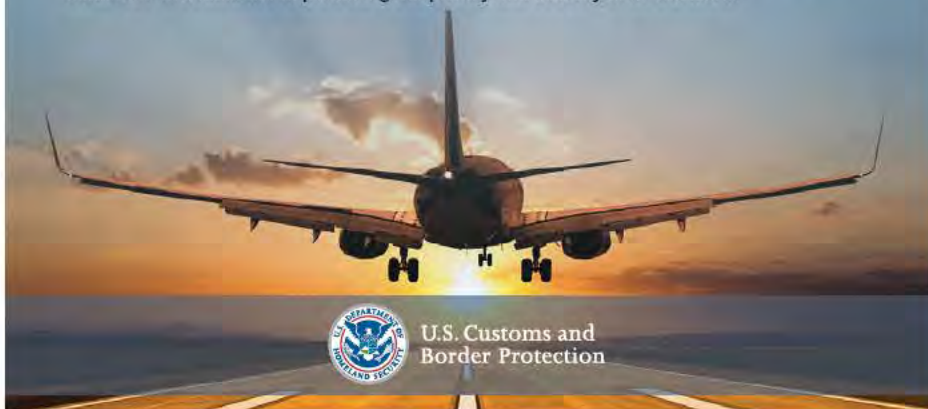
**Q: How is my information safeguarded?**

A: CBP's biometric matching service is hosted in a secure cloud-based environment and does not store biographic information of travelers. Traveler photos used for matching are immediately converted into code-based templates and cannot be restored to their original state. CBP is committed to protecting the privacy and security of all travelers.



U.S. Customs and  
Border Protection

# CHANGING THE FACE OF TRAVEL



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## BIOMETRICS ARE HERE!

What are biometrics, and how does it relate to travel? Biometrics is the technical term for body measurements, and can be used to identify a person's unique physical characteristics. They can be fingerprints, irises, facial features, or even voice characteristics. U.S. Customs and Border Protection (CBP) has implemented the use of facial biometrics to innovate traveler verification to and from the United States. Quite simply, live photos taken at the time of travel are compared to document photos in order to validate identity within seconds and confirm departures.

### EFFICIENT.

Why use a photo to make a facial comparison? Photo capture is quick, easy, and intuitive as everyone knows how to take a photograph. U.S. citizens have been required to provide photographs to the State Department to obtain passports for many years. Nearly all countries require a photo in order to be issued a travel document. There is no enrollment or membership required to take advantage of biometric processing options, since CBP uses traveler photos that are already on file.

### INNOVATIVE.

CBP envisions using biometrics to enhance the entire traveler experience from curb to gate, but we cannot do this alone. CBP is expanding public-private partnerships with the air travel industry and TSA to deploy facial biometrics throughout the entire passenger journey. What does that mean for travelers? Biometrics will serve as the transformative agent to not only add an extra layer of security, but expedite boarding and other travel processes to create a streamlined travel experience.

### PARTNERSHIPS.

How does the biometric verification process work? During the boarding process, select air carriers may take a photo and in real time, send that photo to CBP to verify your identity when arriving and departing the United States. CBP provides a facial matching service based upon airline manifest data already provided to CBP to create a gallery of photos for comparison. The photos are compiled from various government holdings that contain passport and visa photos. Once an identity is verified, the passenger is able to board the aircraft. Your face becomes your boarding pass.

### REVOLUTIONARY.

## WHAT ARE THE BENEFITS OF BIOMETRICS?

- **Security:** Biometrics provide a secure means of passenger identification.
- **Facilitation:** Passengers board the plane more efficiently.
- **Simplicity:** Travelers no longer need to present a boarding pass or identification, unless requested.
- **Privacy:** Passenger data is protected and securely stored.

CBP, in partnership with the travel industry, is transforming border security and the traveler experience by using facial biometrics while also completing the Congressional mandate for biometric exit. Through the benefits of biometrics, CBP is changing the face of travel.

## THE FUTURE OF TRAVEL.



## FREQUENTLY ASKED QUESTIONS:

**Q: What is biometric exit?**

A: Biometric exit is the confirmation of identity at the time of departure from the United States using a traveler's unique physical characteristics. For CBP, that biometric is a photo.

**Q: What is CBP's facial matching service?**

A: CBP's facial matching service is a cloud based system that uses existing traveler data to confirm a traveler's identity. The matching service can receive a photo and verify the traveler's identity based on information obtained from the airline's manifest.

**Q: Who will be participating in the biometric process?**

A: CBP is required to verify the identities of all travelers, and is required to biometrically verify all non-U.S. citizens.

**Q: Where does the biometric process occur?**

A: Biometric verification occurs at the departure gate. Air carriers can leverage CBP's facial matching service to create a paperless, efficient boarding process. Essentially the traveler can board by just having a picture taken.

**Q: How do I prepare for biometric verification at a departure gate where the airlines are conducting facial boarding?**

A: Boarding with biometrics is simple. When it is your turn to board the aircraft, present yourself to the camera or e-Gate for photo capture. Once your identity is verified, you can board the flight. You do not need to scan your boarding pass or show your identification.