Transportation Security Administration

IMPORTANT NOTICE REGARDING IMPROPERLY ENCODED TWIC® CARDS
November 2011

Overview:
The integrated circuit chips (ICCs) on approximately 26,000 previously issued Transportation Worker Identification Credentials (TWICs) were improperly encoded and may not work with TWIC card readers. The Transportation Security Administration (TSA) will replace these cards at the card holder's request at no cost. How to determine if your card has the encoding problem, and instructions for how you can obtain a replacement card, are described below.

Important: If your card has this issue it is still valid and provides evidence of your eligibility for unescorted access to secure areas. This issue only affects your card when using it with some readers. If you determine your TWIC has this issue, and depending on how you use your TWIC, you may decide not to replace it, or replace it later at a more convenient time.

Problem Description:
Every TWIC contains a Federal Agency Smart Credential Number (FASC-N) on its ICC. The FASC-N uniquely identifies each card. When your TWIC is read by a card reader, the FASC-N is one of the pieces of information the reader obtains from the card.

Due to a card production system error, the number of characters in the FASC-N on some TWICs was shortened (truncated), causing readers to not recognize the card as a valid TWIC. The system error causing the FASC-N to be truncated was corrected on April 5, 2011. TWICs issued after that date do not have truncated FASC-Ns. TWICs issued before April 5, 2011 could *potentially* have this issue and as a result, TWIC readers could have problems reading these cards. TSA will issue a replacement TWIC at no cost to you if you have a card with a truncated FASC-N. TSA is maintaining and posting a list of those affected TWICs. TSA recommends that you access this list to determine if your credential has a truncated FASC-N (see below for more information).

How to tell if your TWIC is affected by this issue:
The TWICs that have this problem can be identified by the 8-digit Agency Serial Number (ASN) that is printed on the back of the TWIC. The ASN is on the bottom left side of the back of the card (on the same line as the numbers '7099' which appear on the bottom right.) The ASN is shown in the red box in the illustration to the right.

If the ASN on your TWIC matches a number on the TSA list, then your card has a truncated FASC-N and you may need to obtain a replacement depending on how you use your card.

- If you currently do not use your TWIC with a card reader, then you *do not* need to get a replacement right away—you will be able to get one later.
- If you currently need to use your TWIC with a card reader and you are experiencing problems, you should get a replacement TWIC as soon as possible.

How to get a replacement TWIC:

If your TWIC is identified on the TSA list of cards with truncated FASC-Ns you can receive a no-cost replacement by calling the TWIC Help Desk at 1-866-347-8942, Monday through Friday, 8AM to10PM Eastern. Please identify that your card has a truncated FASC-N, and the Customer Service Representative will assist you with ordering a replacement. You must designate the enrollment center where you will pick up your replacement TWIC.

You must turn in your TWIC with the truncated FASC-N when you return to pick up your replacement TWIC.