



September 4, 2026

VIA EMAIL AND REGULAR MAIL

123 Access Travel Passport LLC
5900 Balcones Dr., Ste 100
Austin, TX 78731

United Passport LLC
P.O. Box 341169
Pacoima, CA 91334
contact@unitedpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review 123 Access Travel Passport dba United Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including 123 Access Travel Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges 123 Access Travel Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Chicago Passport & Visa Expedite Services
180 N La Salle Street, Suite 106
Chicago, IL 60601
info@chicagopassport-visa.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review A Rush Passport & Visa Services dba Chicago Passport & Visa Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including A Rush Passport & Visa Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges A Rush Passport & Visa Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Nasser Abu-ghannam
A Washington Travel & Passport Visa Services Inc.
1875 Campus Commons Drive, #210
Reston, VA 20191
abu@visadc.com
info@visadc.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Abu-ghannam:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review A Washington Travel & Passport Visa Services dba VisaDC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including A Washington Travel & Passport Visa Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges A Washington Travel & Passport Visa Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org,

Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Sam Carlo, Owner & President
A1 Passport & Visa Express
1012 14th St. NW, #630
Washington, DC 20005
sam@a1passportvisa.com
info@a1passportvisa.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Carlo:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review A1 Passport & Visa Express's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including A1 Passport & Visa Express¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges A1 Passport & Visa Express to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Ravi Kumar, Operations Manager/CEO
Omar Saleem, President
A1 Passport & Visa Services
362 5th Avenue, Suite 902
New York, NY 10001
info@a1visas.com
a1visas@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Kumar and Mr. Saleem:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review A1 Passport & Visa Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including A1 Passport & Visa Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges A1 Passport & Visa Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law. Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Mark Curran, Owner
Ace Passport Services
3901 Danli Lane
Austin, TX 78749
acepassport@yahoo.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Curran:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Ace Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Ace Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Ace Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Adams Passports and Visas LLC
1105 N Buena Vista St.
Burbank, CA 91505
info@adamspassportvisa.com
support@passportservices.us

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Adams Passports and Visas also dba PassportServices.us's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Adams Passports and Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Adams Passports and Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

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⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL

Agency Passports dba USA Passports
contact@usapassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Agency Passports dba USA Passports's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Agency Passports¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Agency Passports to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

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<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Ken Ripoll, Owner
AllStar Sierra Visas & Passports, Inc.
204 S. Beverly Drive, Suite 115
Beverly Hills, CA 90212
ken@allstarpassports.com
allstarpassports@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Ripoll:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review All Star Visas and Passport Services dba AllStar Passports & Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including All Star Visas and Passport Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges All Star Visas and Passport Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org,

Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Ladan Bina Kalili, President
Ambassador Passport & Visa Services, Inc.
2811 Wilshire Blvd., Ste. 720
Santa Monica, CA 90403
ladan@ambassadorpassportandvisa.com
info@ambpv.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Kalili:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Ambassador Passport & Visa Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Ambassador Passport & Visa Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Ambassador Passport & Visa Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

American Passport & Visa Experts
12700 Hillcrest Road, #125
Dallas, TX 75230
passportexperts.com@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review American Passport & Visa Experts dba Passport Experts's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including American Passport & Visa Experts¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges American Passport & Visa Experts to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Benjie Slack, President & CEO
American Visa of DC
1801 Columbia Road, NW, #200
Washington, DC 20009
benjie@americanvisadc.com
info@americanvisadc.com
avodc@aol.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Slack:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review American Visa of DC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including American Visa of DC¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges American Visa of DC to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Jon Johnson, President & CEO
American Visa Service, Inc.
53 W. Jackson Blvd., Ste 1226
Chicago, IL 60604
jon@americanvisachicago.com
info@avschicago.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Johnson:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review American Visa Service's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including American Visa Service¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges American Visa Service to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Karim Benni, CEO
American Passport & Visa International (APVI)
1010 Wisconsin Avenue, N.W., Suite 550
Washington, DC 20007
karim@apvi.com
support@apvi.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Benni:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review American Passport & Visa International (APVI)'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including American Passport & Visa International¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges American Passport & Visa International to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Ted Ziafathy, Owner
Atlas Services
606 E. Glenoaks Blvd., Suite 130
Glendale, CA 91207
ted@atlasworkplace.com
ted.ziafathy@atlasworkplace.com
visa@atlaspvs.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Ziafathy:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Atlas Passport Service's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Atlas Passport Service¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Atlas Passport Service to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Capitol Visa Services
3321 Saint James Pl.
Falls Church, VA 22042
info@capitolvisa.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Capitol Visa Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Capitol Visa Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Capitol Visa Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Christin Burns Faykus, Chief Legal Officer
CIBT
4301 Connecticut Avenue, NW, Suite 250
Washington, DC 20008
christin.faykus@cibt.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Faykus:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review CIBT's marketing practices – including those promoting A Briggs Passports & Visa Expeditors, International Visa Service, Legal Passport LLC and Travisa – to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including CIBT and its various registered brands and subsidiaries named above¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges CIBT to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Clifford Spencer, Owner
Cliff's Passport Service
1814 Pitts Rd.
Richmond, TX 77406
info@cliffspassportservice.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Spencer:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Cliff's Passport Service's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Cliff's Passport Service¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Cliff's Passport Service to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Compass Visa
2700 Wisconsin Ave NW, Suite 607
Washington, DC 20007
natkosantos@yahoo.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Compass Visa's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Compass Visa¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Compass Visa to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Demetrius de Oliveira, Founder
DCS Visa Solutions
2909 Hillcroft St., Suite 513
Houston, TX 77057
demetrius@dcsvisasolutions.com
info@dcsvisasolutions.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. de Oliveira:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review DCS Visa Solutions's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including DCS Visa Solutions¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges DCS Visa Solutions to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Isaac Stern, President & CEO
Deluxe Passport Express
57 Lee Ave.
Brooklyn, NY 11211
info@deluxepassportexpress.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Stern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Deluxe Passport Express's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Deluxe Passport Express¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Deluxe Passport Express to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law. Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Dastagir Samee, President
DMS Visa International
1750 H Street NW, Suite 360
Washington, DC 20006
dsamee@dmsvisainternational.com
info@dmsvisainternational.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Samee:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review DMS Visa International's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including DMS Visa International¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges DMS Visa International to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Daniel Lerman, CEO
Dokument USA
1123 N Fairfax Ave.
Los Angeles, CA 90046
info@dokumentusa.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Lerman:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Dokument USA's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Dokument USA¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Dokument USA to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Duke Brobby, CEO & Owner
Dukes Visas & Passports Inc.
1801 Columbia Rd NW, Suite 205
Washington, DC 20009
info@dukesvisas.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Brobby:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Dukes Visas & Passports Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Dukes Visas & Passports Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Dukes Visas & Passports Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

LaVerne Smith, Owner
Elite International Docs
9701 Apollo Drive Suite 100
Largo, MD 20774
laverne@traveldocs.com
eliteintldocs@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Smith:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Elite International Docs's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Elite International Docs¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Elite International Docs to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Scott Zuckerman, CEO
Entry LLC
30 N Gould St. Ste. N
Sheridan, WY 82801
scott@govassist.com
support@entry.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Zuckerman:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Entry's marketing practices, as well as those of its subsidiaries/brands Generations Visa Service dba GenVisa, Intercontinental Visa Service, and U.S. Visa Connection, to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Entry and its various registered brands and subsidiaries named above¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Entry to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Yoogin Jacob, President
Expedite Media LLC dba Express Passport
3100 S Federal Hwy, Suite A
Delray Beach, FL 33483
info@expresspassport.com
admin@expresspassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Jacob:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Expedite Media LLC dba Express Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Expedite Media¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Expedite Media to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Mosie Miller, CEO & Founder
Expedited Travel
222 Clematis St., Suite 207
West Palm Beach, FL 33401
mosie.miller@expeditedtravel.com
info@rushmypassport.com
info@g3visas.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Miller:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Expedited Travel's marketing practices – including those promoting RushMyPassport and G3 Visas & Passports – to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Expedited Travel and its registered brands and subsidiaries named above¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Expedited Travel to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL

EZ Passports dba Qwick Passports
zuzel@qwickpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review EZ Passports dba Qwick Passports's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including EZ Passports dba Qwick Passports¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges EZ Passports dba Qwick Passports to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

David Donovan, COO
Fast Passport Center
1629 K Street, Suite 300
Washington, DC 20006
ddonovan@fastpassportcenter.com
daviddd@fastpassportcenter.com
contactus@fastpassportcenter.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Donovan:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Fast Passport Center's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Fast Passport Center¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Fast Passport Center to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL

Fast Passport
support@fast-passport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Fast Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Fast Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Fast Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Samuel Hunter Charlton IV, Owner & CEO
Fast Passports & Visas
9595 Six Pines Dr. #8210
The Woodlands, TX 77380
info@fpandv.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Charlton:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Fast Passports & Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Fast Passports & Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Fast Passports & Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Fastport Passport
60 E. 42nd Street, Suite 512B
New York, NY 10165
support@fastpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Fastport Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Fastport Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Fastport Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Joshua Drabik, Owner
First Passport & Visa Services dba Rushed Passport
405 Lexington Ave.
New York, NY 10174
support@rushedpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Drabik:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review First Passport & Visa Services dba Rushed Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including First Passport & Visa Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges First Passport & Visa Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA REGULAR MAIL

Get Your U.S. Passport
2332-34 S Broad Street
Philadelphia, PA 19145

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Get Your U.S. Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Get Your U.S. Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices

(UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Get Your U.S. Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Brande Lindsey, President/Founder
Global Access Entertainment Worldwide, Inc.
3435 Wilshire Blvd., Suite 1400
Los Angeles, CA 90010
brande@globalaxs.net
passports@globalaxs.net

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Lindsey:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Global Access Entertainment Worldwide Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Global Access Entertainment Worldwide Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Global Access Entertainment Worldwide Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Brent Harris, CEO
Global Passport Express LLC
8000 Interstate 10 Frontage Rd. Ste 600
San Antonio, TX 78230
globalpassportexpress@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Harris:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Global Passport Express LLC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Global Passport Express LLC¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Global Passport Express LLC to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Global VIP Services
11041 Santa Monica Blvd., Suite 309
Los Angeles, CA 90025
la@samedaypassport-visa.com
info@globalvipservices.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Global VIP Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Global VIP Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Global VIP Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Alex Khodorkovsky, Founder & CEO
Travel Visa Express
1390 Market Street, Suite 200
San Francisco, CA 94102
alex@travelvisaexpress.com
info@travelvisaexpress.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Khodorkovsky:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Go to Russia Travel, Inc. dba Travel Visa Express's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Go to Russia Travel, Inc. dba Travel Visa Express¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Go to Russia Travel, Inc. dba Travel Visa Express to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Golden Day Tour Inc.
26 Park Pl.
Roslyn Heights, NY 11577
goldendaytour@gmail.com
contact@goldendaytour.us

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Golden Day Tour Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Golden Day Tour Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Golden Day Tour Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Marc Summerfield, Owner
Guill Photo INC
137 River Oaks Circle
Pikesville, MD 21208
marc@guillphoto.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Summerfield:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Guill Photo INC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Guill Photo¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Guill Photo to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

| Adam Boalt, Co-CEO
HelloGov AI, Inc.
1111 Brickell Avenue, Floor 10
Miami, FL 33131
adam@hellogov.ai
legal@hellogov.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Boalt:

On behalf of Truth in Advertising, Inc. (“TINA.org”), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review HelloGov AI’s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including HelloGov AI¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or “expedite” passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC’s Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges HelloGov AI to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Help U Travel
347 5th Ave., Ste 1212 A
New York, NY 10016
info@helputravelnyc.com

Emergency Expedited Passports & Visas
315 Madison Ave, 3rd Floor, Suite 3020
New York, NY 10017
info@emepassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Help U Travel dba Emergency Expedited Passports & Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Help U Travel dba Emergency Expedited Passports & Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Help U Travel dba Emergency Expedited Passports & Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Augusto Sanabria, President
Inter-American Group INC
1717 Pennsylvania Ave NW Suite 1025
Washington, DC 20006
customerservice@passportdocs.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Sanabria:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Inter-American Group dba 1dayuspassport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Inter-American Group¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Inter-American Group to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Irina Tsokolati, Owner
IR Travel Consultants
792 N Mayfair Ave.
Daly City, CA 94015
irina@irtcsolutions.com
customerservice@irtcsolutions.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Tsokolati:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review IR Travel Consultants's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including IR Travel Consultants¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges IR Travel Consultants to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Leslie Shapiro, President
It's Easy Inc.
30 Rockefeller Plaza, Concourse Level
New York, NY 10112
info@itseasyservices.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Shapiro:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review It's Easy Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including It's Easy Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges It's Easy Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

David Alwadish, Founder, President and CEO
ItsEasy.com
200 Park Ave - Lobby, The MetLife Building
New York, NY 10166
david@itseasy.com
legal@itseasy.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Alwadish:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review ItsEasy.com's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including ItsEasy.com¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges ItsEasy.com to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law. Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Jet Passports & Visas
1140 Avenue of the Americas, 9th Floor # 5017
New York, NY 10036
support@jetpassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Jet Passports & Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Jet Passports & Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Jet Passports & Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Just Passports
600 West 9th Street, Suite B (Nueces Street Entrance)
Austin, TX 78701
info@justpassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Just Passports's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Just Passports¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Just Passports to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Fred Green, President/Owner
Justin Documents Service Inc.
5 West Main Street
Elmsford, NY 10523
info@justindocument.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Green:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Justin Documents Service Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Justin Documents Service Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Justin Documents Service Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Matisse Personal Services LLC
12771 Gazebo Court
Woodbridge, VA 22192
info@matisseintl.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Matisse Personal Services LLC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Matisse Personal Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Matisse Personal Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

National Passport Service
214 W 39th St.
New York, NY 10018
support@nationalpassportservice.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review National Passport Service's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including National Passport Service¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges National Passport Service to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Omega Business Services, INC
331 N Brand Blvd Ste A
Glendale, CA 91203

USPassport
14431 Ventura Blvd.
Los Angeles, CA 91423
support@uspassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Omega Business Services, INC dba US Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Omega Business Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Omega Business Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL

Overnight Passport
info@overnightpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Overnight Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Overnight Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Overnight Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA REGULAR MAIL

Passport & Visa Consultants
2800 Quebec Street NW #1228
Washington, D.C. 20008

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport & Visa Consultants's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport & Visa Consultants¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices

(UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport & Visa Consultants to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Mohit Goyal, President
Passport & Visa Express
850 Central Parkway East, Suite 155,
Plano, TX 75075
madan@flyingpassport.com
info@flyingpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Goyal:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport & Visa Express's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport & Visa Express¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport & Visa Express to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law. Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Abdu Hangalay, Owner
Passport & Visa Solutions
1053 West University Drive
Tempe, AZ 85281
hangalay@apvs.net
info@apvs.net

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Hangalay:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport & Visa Solutions's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport & Visa Solutions¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport & Visa Solutions to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL

Passport and Visa Specialists
info@passportvisaspecialists.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport and Visa Specialists's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport and Visa Specialists¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport and Visa Specialists to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Philip Diack, Founder & Managing Director
Passports and Visas Etc. dba PassportsAndVisas.com
5251 DTC Parkway, Suite 850
Greenwood Village, CO 80111
pdiack@passportsandvisas.com
info@passportsandvisas.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Diack:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review PassportsAndVisas.com's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including PassportsAndVisas.com¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges PassportsAndVisas.com to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Passport Depot
940 Bush Street
San Francisco, CA 94109
info@passportdepot.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport Depot's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport Depot¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport Depot to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Passport & Document Solutions
1434 Westwood Blvd. Storefront #2
Los Angeles, CA 90024
info@ezpassportsolutions.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport & Document Solutions's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport & Document Solutions¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport & Document Solutions to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Dalton Bustamante, Owner
Passport Nation Inc.
6303 Blue Lagoon Dr., Ste. 400 E Tower
Miami, FL 33126
info@passportnation.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Bustamante:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport Nation's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport Nation¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport Nation to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Lawrence Kennar, CEO
Passport Now
15760 Ventura Blvd., Suite 1010
Encino, CA 91436
info@passport-now.org

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Kennar:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport Now's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport Now¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport Now to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL

Passport Plus dba My Passport Center
support@mypassportcenter.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport Plus dba My Passport Center's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport Plus¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport Plus to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Valentina Meehan, Owner
Passport Plus Visas
20 East 49th Street, 3rd FL
New York, NY 10017
valentina@passportplusvisas.com
info@passportplusvisas.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Meehan:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport Plus Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport Plus Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport Plus Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Passport Rush LLC
287 Park Avenue South, Suite #601
New York, NY 10010
privacy@passportrush.com
info@passportrush.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport Rush LLC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport Rush LLC¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport Rush LLC to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Passport Visa Exchange
14497 Potomac Mills Rd. #1250
Woodbridge, VA 22192
info@ppvex.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passport Visa Exchange's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passport Visa Exchange¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passport Visa Exchange to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

PassportVisasExpress.com
6400 Arlington Blvd., Suite 720
Falls Church, VA 22042
info@passportvisasexpress.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review PassportVisasExpress.com's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including PassportVisasExpress.com¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges PassportVisasExpress.com to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Passports & More
435 FM 1092 Rd. (Murphy Rd.), Ste F1
Stafford, TX 77477
passportsandmore445@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Passports & More's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Passports & More¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Passports & More to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

PassportWorld
1006 Raindrop Creek Ln.
Conroe, TX 77304
passportworld@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review PassportWorld's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including PassportWorld¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges PassportWorld to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Peninsula Visa & Passport Service
100 Century Center Ct., Suite 100
San Jose, CA 95112
support@peninsulavisa.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Peninsula Visa & Passport Service's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Peninsula Visa & Passport Service¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Peninsula Visa & Passport Service to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Maria Carriedo, Founder
PEX Passport Express
6595 Roswell Rd., Suite G-6344
Atlanta, GA 30328
maria@thepassportxpress.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Carriedo:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review PEX Passport Express's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including PEX Passport Express¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges PEX Passport Express to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Howard Broder, CEO
PhiladelphiaPassports.com
1341 N Delaware Ave., Suite 303
Philadelphia, PA 19125
howard@thepassportguys.com
info@thepassportguys.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Broder:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Philadelphia Passports.com dba The Passport Guys's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Philadelphia Passports.com¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Philadelphia Passports.com to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Guy Lelouch, CEO
Premier Passport/GovPlus
2093 Philadelphia Pike #3338,
Claymont, DE 19703
guy@govplus.com
legal@govplus.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Lelouch:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Premier Passports dba GovPlus's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Premier Passports/GovPlus¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Premier Passports/GovPlus to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Premier Passports
1420 N Cooper Street, Suite 108
Arlington, TX 76011
arl@samedaypassport-visa.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Premier Passports's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Premier Passports¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Premier Passports to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Probus Research/Passport Helper
601 Van Ness Avenue, Suite #E
San Francisco, CA 94102
courierservices@passporthelper.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Probus Research/Passport Helper's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Probus Research/Passport Helper¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Probus Research/Passport Helper to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL

Professional Passport dba propassport.org
hello@propassport.org
legal@propassport.org

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Professional Passport dba propassport.org's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Professional Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices

(UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Professional Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Eric & Lorraine Mita
Prompt Passport Service
2035 W Ritner St.
Philadelphia, Pa 19145
lorraine@promptpassportservices.com
Passportphilly@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. & Ms. Mita:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Prompt Passport Services dba usonlinepassports.com's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Prompt Passport Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Prompt Passport Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Sergio Garcia, President & Owner
Puerto Rico Birth Certificate dba Texas Tower Passport and Visa
2020 Montrose Blvd. #400
Houston, TX 77006
sergio@texastower.net
info@texastower.net

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Garcia:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Puerto Rico Birth Certificate dba Texas Tower Passport & Visa Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Puerto Rico Birth Certificate¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Puerto Rico Birth Certificate to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Muhammed Howa, President
PVS International
1700 North Moore Street, Suite 1503
Arlington, VA 22209
mhowa@pvsinternational.org
info@pvsinternational.org

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Howa:

On behalf of Truth in Advertising, Inc. (“TINA.org”), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review PVS International’s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including PVS International¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or “expedite” passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC’s Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges PVS International to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Quick Passport and Visa Services
2400 Augusta Dr. #141
Houston, TX 77027
frank@quick-passport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Quick Passport and Visa Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Quick Passport and Visa Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Quick Passport and Visa Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Roman Loukiantchikov, Owner
Red Star Travel/Allstate Passports
8201 164th Ave. NE, Suite 200
Redmond, WA 98052
roman@allstatepassports.com
info@allstatepassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Loukiantchikov:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Red Star Travel/Allstate Passports's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Red Star Travel/Allstate Passports¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Red Star Travel/Allstate Passports to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Tony Dominguez, Owner
RSVP Passports
8013 Ladera Verde Dr.
Austin, TX 78739
support@rsvppassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Dominguez:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review RSVP Passports's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including RSVP Passports¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges RSVP Passports to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Sam Nektalov, President & CEO
Rush Passport, Inc.
225 W 35th Street, Suite #801
New York, NY 10001
sam@rushpassport.com
info@rushpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Nektalov:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Rush Passport, Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Rush Passport, Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Rush Passport, Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Sam Zeidan, President & Owner
Sam's Passport Inc
1811 Bering Dr., Ste 100
Houston, TX 77057
sam@samspassport.com
info@samspassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Zeidan:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Sam's Passport Inc's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Sam's Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Sam's Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

South Coast Visa & Passport
8170 Beverly Blvd., Suite 101
Los Angeles, CA 90048
southcoastvisas@yahoo.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review South Coast Visa & Passport's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including South Coast Visa & Passport¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges South Coast Visa & Passport to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Tony Chao, Founder
Speedy Passport and Visa Service, LLC
701 N Post Oak Rd., Ste 315
Houston, TX 77014
info@speedypassportandvisas.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Chao:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Speedy Passport and Visa Service, LLC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including TAHK Limited Liability Company¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges TAHK Limited Liability Company to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Laurie Lee, CEO
Swift Passport Services
1 E. Erie St., Suite #525
Chicago, IL 60611
laurie@swiftpassportservices.com
service@swiftpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Lee:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Swift Passport Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Swift Passport Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Swift Passport Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Tamar International Passport + Visa Services
26 Broadway, 3rd Floor
New York, NY 10004
info@tamarintl.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Tamar International Passport + Visa Service's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Tamar International Passport + Visa Service¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Tamar International Passport + Visa Service to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

The Passport & Visa Company
4005C Banister Lane, Suite 190C
Three Park Palace, Austin, TX 78704
info@tpavc.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review The Passport & Visa Company's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including The Passport & Visa Company¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges The Passport & Visa Company to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Pedro Bone-Giboyeaux, President
The Passport Office
1050 Connecticut Ave NW, Suite 500
Washington, DC 20036
info@thepassportoffice.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Bone-Giboyeaux:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review The Passport Office's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including The Passport Office¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges The Passport Office to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Marni Neslen, CEO
The Travel Broker, Inc.
5295 S. 300 W. Suite G25
Murray, UT 84107
marni@thetravelbroker.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Neslen:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review The Travel Broker, Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including The Travel Broker, Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges The Travel Broker, Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Cristian Dominguez, General Manager
Total Visa Solutions
1250 Wood Branch Park Dr., Suite 250
Houston, TX 77079
Team@tvspassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Dominguez:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Total Visa Solutions's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Total Visa Solutions¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Total Visa Solutions to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA REGULAR MAIL

Travco Passport & Visa
1441 Broadway, 6th Floor
New York, NY 10118

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Travco Passport & Visa's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Travco Passport & Visa¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices

(UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Travco Passport & Visa to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Travel Document Express
1308 19th St NW Suite 3
Washington, DC 20036
support@traveldocument.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Travel Document Express's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Travel Document Express¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Travel Document Express to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Fatemeh Le Tellier, Chief Marketing Officer
Travel Document Systems
101 Wisconsin Ave NW #845
Washington, DC 20007
inquiry@traveldocs.com
fatemeh@traveldocs.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Le Tellier:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Travel Document Systems's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Travel Document Systems¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Travel Document Systems to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Travel Passport and Visa LLC dba Urgent Passport & Visas
1629 K Street NW, Suite 300
Washington, DC 20006
info@upvservices.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Travel Passport and Visa LLC dba Urgent Passport & Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Travel Passport and Visa LLC dba Urgent Passport & Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Travel Passport and Visa LLC dba Urgent Passport & Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Brigitte Siegall
Travel the World Visas
1930 18th Street, NW, Unit # 1
Washington, DC 20009
info@world-visa.com
brigitte@world-visa.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Siegall:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Travel the World Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Travel the World Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Travel the World Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Kestutis Gregeris, Owner
Travel Visa Pro, LLC
2401 Fountain View Dr., #461
Houston, TX 77057
kestutis@travelvisapro.com
info@travelvisapro.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Gregeris:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Travel Visa Pro, LLC's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Travel Visa Pro¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Travel Visa Pro to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Cathleen Stroud, Owner
Universal Passport & Visas
7557 Rambler Rd. #120
Dallas, TX 75231
cathy@universalpassportsandvisas.com
dallas@universalpassportsandvisas.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Ms. Stroud:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Universal Passport & Visas's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Universal Passport & Visas¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Universal Passport & Visas to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Benjamin Quereau, Owner
Urgent Passport Services
47 W. Polk St. # 100-525
Chicago, IL 60605
support@urgentpassport.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Quereau:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Urgent Passport Services's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Urgent Passport Services¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Urgent Passport Services to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

U.S. Passport & Visa Service dba US Passport and Visa
support@mg.uspassportandvisa.org

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review U.S. Passport & Visa Service dba US Passport and Visa's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including U.S. Passport & Visa Service dba US Passport and Visa¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges U.S. Passport & Visa Service dba US Passport and Visa to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Jerrall Mims, Owner/CEO
US Passport Connection
510 Earls Court
Katy, TX 77450
info@uspassportconnection.com
uspassportconnection@gmail.com
usvisaconnection@gmail.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Mims:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review US Passport Connection's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including US Passport Connection¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting

commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges US Passport Connection to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. See FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ See Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ See TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-

AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

US Passport Express Inc.
99 Madison Avenue, Suite #641
New York, NY 10003
uspassportexpinc@aol.com
info@uspassportexpressinc.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review US Passport Express Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including US Passport Express Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges US Passport Express Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

US Passport Online
350 Fifth Avenue, Ste 100
New York, NY 10118
support@uspassport-online.org

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review US Passport Online's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including US Passport Online¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges US Passport Online to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

USA Passport Online
support@mg.usapassportonline.org

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review USA Passport Online's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including USA Passport Online¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and

the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges USA Passport Online to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Erik Leighton, President/Owner
VIP Passport Services, Inc.
2012 Louisiana Street
Houston, TX 77002
e_leighton@vipassports.com
info@vipassports.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Leighton:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review VIP Passport Services, Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including VIP Passport Services, Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges VIP Passport Services, Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Ariel Datoc, President
Visa and Passport 2 Go, Inc.
4400 Macarthur Blvd NW, Ste 302
Washington, DC 20007
ariel@vp2go.com
info@vp2go.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear M. Datoc:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Visa and Passport 2 Go, Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Visa and Passport 2 Go, Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Visa and Passport 2 Go, Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Marcus Chun, CEO
Visa Network
870 Market Street, Suite 888
San Francisco, CA 94102
marcus@visanetwork.com
questions@visanetwork.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Chun:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Visa Network's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Visa Network¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and

Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Visa Network to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials,

<https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Karam Abdalla, President
Visa Obtainers Inc
1990 M Street NW, Suite 200
Washington, DC 20036
info@visaobtainers.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Abdalla:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Visa Obtainers Inc's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Visa Obtainers Inc¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Visa Obtainers Inc to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

David Song, Manager
Visa Rite
460 Van Emburgh Ave.
Ridgewood, NJ 07450
service@visarite.net

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Song:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Visa Rite's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Visa Rite¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Visa Rite to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Oleg Naydonov, Executive Chairman
VisaHQ.com Inc.
1701 Rhode Island Ave NW
Washington, DC 20036
oleg@visahq.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

Dear Mr. Naydonov:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review VisaHQ.com Inc.'s marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including VisaHQ.com Inc.¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication,

affiliation with, including endorsement or sponsorship by, a government entity²; state consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges VisaHQ.com Inc. to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

¹ TINA.org database of registered passport courier marketing materials, <https://truthinadvertising.org/evidence/registered-passport-courier-marketing-database>.

² Please note that even when companies include disclaimers regarding their lack of affiliation with the government, such disclaimers must be clear and conspicuous – meaning unavoidable and understandable to a reasonable consumer. *See* FTC, .com Disclosures: How to Make Effective Disclosures in Digital Advertising, <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-revises-online-advertising-disclosure-guidelines/130312dotcomdisclosures.pdf>.

³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.



September 4, 2026

VIA EMAIL AND REGULAR MAIL

Washington Passport & Visa Service
1520 Connecticut Ave NW, Ste 700
Washington, DC 20036
info@wpvs.com

Re: Deceptive Marketing Practices by Passport Couriers Registered with the U.S.
Department of State

To Whom It May Concern:

On behalf of Truth in Advertising, Inc. ("TINA.org"), a nonprofit consumer advocacy organization dedicated to protecting consumers from deceptive advertising, we write to notify you of concerns regarding deceptive marketing trends prevalent in the passport courier industry, and to urge you to review Washington Passport & Visa Service's marketing practices to ensure compliance with all applicable laws.

TINA.org recently conducted an industry-wide investigation into the marketing practices of passport couriers registered with the U.S. Department of State and found that the vast majority of active registered couriers – including Washington Passport & Visa Service¹ – have engaged in one or more of the following deceptive practices:

- False or misleading claims that the courier is affiliated with, endorsed by, or otherwise part of the federal government.
- False or misleading claims about the speed with which the courier can obtain or "expedite" passports.
- Deceptive pricing practices that omit or obscure mandatory government fees and other charges from advertised prices.
- Misleading marketing conducted through – and amplified by – commercial partnerships with major brands.

These practices may implicate, among other things, Section 5 of the FTC Act, 15 U.S.C. § 45, which broadly prohibits unfair or deceptive acts or practices in or affecting commerce; the FTC's Trade Regulation Rule on Impersonation of Government and Businesses, 16 CFR Part 461, which prohibits misrepresenting, directly or by implication, affiliation with, including endorsement or sponsorship by, a government entity²; state

consumer protection laws, including state Unfair and Deceptive Acts and Practices (UDAP) statutes, which in most states independently prohibit deceptive advertising; and the marketing-related rules the U.S. Department of State has proposed for registered couriers.³

Consumers who use passport courier services are frequently under significant time pressure, unfamiliar with the passport application process, and therefore particularly susceptible to being misled about a courier's government affiliation, its ability to expedite processing or the true cost of its services. TINA.org has documented substantial consumer harm resulting from these practices, including significant financial losses, missed or canceled nonrefundable travel plans, and emotional distress.

TINA.org urges Washington Passport & Visa Service to promptly review its marketing materials and to take whatever corrective action is necessary to ensure compliance with the law.

Please note that TINA.org has separately notified the U.S. Department of State and Federal Trade Commission of the patterns of deceptive marketing it has identified across the registered passport courier industry.⁴

We appreciate your prompt attention to this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,



Laura Smith, Esq.
Legal Director
Truth in Advertising, Inc.

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³ *See* Passports; Procedures for Passport Couriers, 90 Fed. Reg. 46,102 (proposed Sept. 25, 2025) (to be codified at 22 C.F.R. pt. 54).

⁴ *See* TINA.org, Registered Passport Courier Industry Investigation <https://truthinadvertising.org/industries/registered-passport-couriers/>; Comment filed by TINA.org, Supplemental Notice of Proposed Rulemaking – Passports; Procedures for Passport Couriers (RIN 1400-AE37; Docket No. DOS-2025-0170 (Sept. 4, 2026), <https://truthinadvertising.org/action/dos-registered-passport-courier-comment>.