UT Dallas ClinCard Cardholder FAQ

ClinCard Balance: __________ (at time of distribution)

Note: To protect your privacy, anonymous information is used to register the ClinCard. Please hold onto the paper that your ClinCard is attached to. It has necessary information should your ClinCard be lost or stolen.

How can I use the ClinCard?

1) In-store purchases (by selecting either the “Credit” or “Debit” option),
   • Using the “Debit” option requires a PIN (see “How do I set a PIN” below).
2) Cash advance at a bank (no fees):
   • You must know your available balance and inform the teller of the amount you would like to withdraw. Tellers are unable to check your balance (see “How do I check my available balance” below).
   • Present the teller with your signed ClinCard and a valid photo ID.
   • The ClinCard is accepted at all MasterCard member banks (look for a MC logo on the bank window/entrance).
3) ATM to get cash (requires a pin and is subject to ATM fees)

To check available balance (2 options):

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<tr>
<th>Phone</th>
<th>Online</th>
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<tbody>
<tr>
<td>2. Provide the Operator with the last 4 digits on the card, date of birth (01-01-2001 for ALL ClinCards) and address (800 W Campbell Road, Richardson, TX 75080 for ALL ClinCards).</td>
<td>2. Click “Create Account Here” link.</td>
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<td>3. The operator will provide you with your card balance.</td>
<td>3. Enter:</td>
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<td></td>
<td>a. Your 16-digit card number,</td>
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<td></td>
<td>b. Username and password of your choice,</td>
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<td></td>
<td>c. An email address of your choice.</td>
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<td>4. Click Register Account. A login screen appears.</td>
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<td>5. Input the username and password you chose.</td>
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<td>6. Click Login to see your current balance and history.</td>
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How do I set a PIN (optional)?

Call Customer Service at 1-215-690-5363 and provide the operator with the last 4 digits of the card, date of birth (01-01-2001) and address (800 W Campbell Road, Richardson, TX 75080). The customer service agent will help set up a pin for your card.

Revised 07/06/2018
What if a purchase is for more than the balance on my ClinCard?
If the card is authorized for an amount higher than the available balance, it will be declined. If you are splitting a payment for more than the available balance on your card, be sure to inform the cashier of the split amount you would like to pay using the ClinCard.

Are there any fees when using my ClinCard?
There are no fees for:

- Making online or in-store purchases as a credit card,
- Withdrawing cash from a teller,
- Calling the automated system for balance inquiries,
- Calling the Customer Service number and speaking to a live agent.

The following activities incur a fee to the balance on your ClinCard:

- Not using the card (spending or adding funds) for an extended period of time. Please contact 1-866-952-3795 if an inactivity fee is deducted.
- ATM withdrawals (fees vary based on location),
- Requesting a replacement card through Customer Service. Within 6 months, your study site can replace your card at no charge.

Can I use my ClinCard at a gas station?
Yes. However, please take your ClinCard inside to the cashier and ask them to run the card for a specific amount. Use of your card at the pump may result in an automatic preauthorization for $75 or more. While the preauthorization is not charged, it factors into the calculation of available balance until it expires. It can take several days for the preauthorization to expire.

Can I use my ClinCard at a restaurant?
Yes. However, please note that restaurants (including fast food) preauthorize your card for an amount 20% greater than the bill. Your card balance must cover this in order to be approved.

Can I use my ClinCard for online purchases?
ClinCards may not be accepted for online purchases requiring address verification. If prompted for an address, use 800 W Campbell Road, Richardson, TX 75080.

What should I do if my ClinCard is lost, stolen or damaged?
If your card is lost/damaged within 6 months of receipt, notify your contact at the study site, and request a replacement. This deactivates your old card, transferring any remaining balance to your new card. This courtesy is available for 6 months after the last funding.
If more than 6 months have elapsed since the card was last funded, replacement cards can only be obtained by contacting GreenPhire customer service at 1-215-690-5363. GreenPhire can replace the card and supply a replacement via mail for receipt in 7-10 days. GreenPhire support will deduct a $7 fee from the card balance for the replacement service...

If your card is stolen, call GreenPhire customer service at 1-215-690-5363. Provide the Customer Service Representative with your date of birth (01-01-2010), address (800 W. Campbell Road, Richardson, TX) and the last 4 digits of the card (found on the paper the card was attached to). If you have misplaced this paper, you may contact the research site to have this number provided to you. Customer Service will mark the card “stolen” and will assist you in contacting MasterCard to open a case.