

UT Dallas ClinCard Cardholder FAQ

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 do 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 PIN” below).
- 2) Cash advance at a bank (no fees):
 - You must 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 withdraw cash (requires a PIN, fees apply)

To check available balance (2 options):

Phone (Can also optionally set PIN)	Online
<ol style="list-style-type: none">1. Call 1-866-952-3795.2. At the recorded prompt, say or type the card number (typing is recommended).3. When prompted for Date of Birth, say “January 1st, 2001” or type 01012001.4. The recording states the card balance and offers the option to set a PIN. <p>To set a PIN (optional):</p> <ol style="list-style-type: none">5. Say “Set PIN.”6. Say or type the 4-digit PIN number.7. When prompted, re-type the PIN number for confirmation.8. The PIN is set, and you can hang up.	<ol style="list-style-type: none">1. Go to www.myclincard.com.2. Click “Create Account Here” link.3. Enter:<ol style="list-style-type: none">a. Your 16-digit card number,b. Username and password of your choice,c. An email address of your choice.4. Click Register Account. A login screen appears.5. Input the username and password you chose.6. Click Login to see your current balance and history. <p>NOTE: PIN setup requires use of the phone prompts as described at left.</p>

What if a purchase is for more than the balance on my ClinCard?

If the payment is for more than the available balance on your card, be sure to inform the cashier of the amount you would like to use. Otherwise, if the card is authorized for an amount higher than the available balance, it will be declined.

Are there any fees when using my ClinCard?

There are no fees for:

- Making online or in-store purchases,
- Cashing out the card by presenting it to a teller at any major bank,
- 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 or having funds added 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. Instead, 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. Otherwise, if you use the card at the pump, the gas station will preauthorize your card for up to \$75 or more. While the preauthorization is not a charge made to the account, as long as it is in place, it factors into the calculation of the available balance. It can then take several days for the preauthorization amount to be removed.

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.

What should I do if my ClinCard is lost, stolen or damaged?

If your card is lost/damaged, notify your contact at the study site, and they may replace it. Replacement 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 funded, replacements are available by calling 1-866-952-3795. There is a \$7.00 fee; replacement cards arrive in 7-10 days by mail.

If your card is stolen, call Customer Service 1-866-952-3795. Follow the voice prompts. Provide the card number (if you still have the paper that was attached to the card) and the date of birth 01-01-2001. If you do not have the card number, please contact the research site personnel. They will be able to provide you with a subject ID or token number allowing replacement.