

## ***ClinCard Cardholder FAQ: US English***

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### **Welcome to ClinCard**

Thomas Jefferson University has decided to use an easier way to manage study payments to research participants by using the ClinCard System.

The ClinCard system means no more waiting for a check to arrive in the mail. With ClinCard, your study payment is available in a timely manner.

You can use your ClinCard like a debit or credit card at any location that accepts credit/debit cards.

### **Frequently Asked Questions**

#### ➤ **How do I activate my ClinCard?**

Your ClinCard is activated once your first payment is loaded. Please sign the back of the card and then you can immediately begin using it by selecting “credit” option in stores or for online purchases. If you would like to use the card at an ATM or to get cash-back with the debit function, you will need to create a PIN.

#### ➤ **How do I set a PIN?**

Call Customer Service at **1-866-952-3795** and follow the prompts through the IVR.

- 1) Press 1 for English or 2 for Spanish
- 2) Press 2 (to activate card & for account information)
- 3) Enter your 16-digit card number, followed by the “#” sign
- 4) Enter 3-digit security number (located on the back of card), followed by the “#” sign
- 5) Enter a 4-digit PIN of your choosing, followed by the “#” sign
- 6) Re-enter the same 4-digit PIN as confirmation, followed by the “#” sign

## ➤ **How do I use the ClinCard?**

You may use ClinCard:

- 1) For In-Store Purchases (by selecting either the “Credit” or “Debit” option)
- 2) Using the “Debit” option requires a PIN (see “How to a set PIN” below)
- 3) For Online Purchases
- 4) At an ATM to get cash (requires PIN)
- 5) To withdraw money with a bank teller:
  - 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 to check your balance below”).
  - Present the teller with your signed ClinCard and a valid government-issued photo ID
  - The ClinCard is accepted at all MasterCard member banks (look for a MC logo on the bank window/entrance)

## ➤ **How do I check my available balance?**

- 1) Call Customer Service **1-866-952-3795** and follow the prompts through the IVR.
  - a) Press 2 (to activate card & for account information)
  - b) Enter your 16-digit card number, followed by the “#” sign
  - c) Enter 4-digit PIN you selected, followed by the “#” sign
- 2) Login to [www.consumercardaccess.com/myclincard](http://www.consumercardaccess.com/myclincard)
  - a) Navigate your web browser to [www.consumercardaccess.com/myclincard](http://www.consumercardaccess.com/myclincard)
  - b) Register Account
  - c) View Balance
- 3) Balance Inquiry at ATM (requires PIN)
- 4) Inquire with the study team at your next office visit

## ➤ **What if the amount of the purchase is for more than the balance on my ClinCard?**

If the payment due is for more than the available balance on your card, be sure to inform the cashier of the designated 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
- Addition of funds to the card (Note: Funds can only be added to the card by the site)

You will be charged a fee that will be taken from the balance on your ClinCard:

- If you have any balance on your card AND have not used your card in 3 months, you will be charged a monthly fee of \$4.50. However, if you have no balance on your ClinCard or there is activity on the ClinCard at least once every 3 months (if funds are added or a transaction is completed) you should not be charged a monthly fee.
- A fee of \$3.00 will be charged for ATM withdrawals (additional fees vary based on location)
- A fee of \$2.00 will be charged (for each statement) if you request a paper statement. Instead, you can always check your available balance online or by calling **1-866-952-3795** or **215-690-5363**.

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

Please keep your ClinCard in a safe place. If your card is lost/damaged, notify your point of contact at the study site, and they will be able to replace it for you. This will deactivate your old card, transferring any remaining balance to your new card. If your card is stolen, call Customer Service **1-866-952-3795**. Customer Service will mark the card “stolen” and will assist you in contacting MasterCard to open a case.

➤ **Can I use my ClinCard at a restaurant?**

Yes. However, please note that restaurants (including fast food establishments) automatically preauthorize your card for 20% over the total bill, so ensure that you have enough available on your card to account for this.

➤ **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 \$100 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.

*For additional information, please see the terms and conditions information that came with your ClinCard.*

\*If you receive over \$600 in payments from Jefferson, you will receive a 1099 form (this excludes reimbursements)

**Research Site Contact Information**

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