ClinCard, or have not had funds added to it for more than 3 months. However, as long as 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 Customer Service at 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 ClinCard is lost/damaged, notify your study coordinator at the site, and they will be able to replace it for you on-site. This will deactivate your old ClinCard, transferring any remaining balance to your new ClinCard. If you contact customer service for a replacement ClinCard, you will be charged a $7.00 replacement fee and it will take 7-10 days to receive the new ClinCard by mail.

If your ClinCard is stolen, call Customer Service at 1-866-952-3795. Customer Service will mark the ClinCard “stolen” and will assist you in contacting MasterCard to open a case.

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

**RESEARCH SITE CONTACT INFORMATION**

- **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 The ClinCard your study payment is available in a timelier 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 when your first payment is loaded. Please sign the back of the ClinCard 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 ClinCard 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:
- Press 1 for English or 2 for Spanish
- Press 2 (to activate card and for account information)
- Enter your 16-digit card number, followed by the # sign
- Enter 3-digit security number located on the back of the card followed by the # sign
- Enter a 4-digit PIN of your choosing followed by the # sign
- Re-enter the same 4-digit PIN as confirmation followed by the # sign

**How do I use the ClinCard?**

You may use the ClinCard

- For In-Store purchases (by selecting either the “Credit” or “Debit” option). Using the “Debit” option requires a PIN (see “how to set a PIN” below).
- For Online Purchases
- At an ATM to get cash (requires PIN—see how do I set a PIN above)
- To get a cash advance at bank
  - 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 at 1-866-952-3795 and follow the prompts:
   - Press 2 (to activate card and for account information)
   - Enter your 16-digit card number followed by the # sign
   - Enter your 4-digit PIN you selected followed by the # sign
2. Login to MyClinCard.com
   - Navigate your web browser to [www.myclincard.com](http://www.myclincard.com)
   - Click on “Register Account” link
   - Enter your 16-digit card number, a username & password of your choosing, and your email address
   - Click “Register Account” button
3. Inquire at your next research visit

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

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

**Are there any fees when using my ClinCard?**

It depends!

There are NO fees if you:
- Make online or in-store purchases
- Cash out the ClinCard by presenting it to a teller at any major bank
- Call the automated system for balance inquiries
- Call the Customer Service number and speak to a live agent
- Add funds to the ClinCard (Note: Funds can only be added to the ClinCard by your research site)

You WILL be charged a fee that will be taken from the balance on your ClinCard:
- A monthly fee of $4.50 will be charged if you have not cashed out the ClinCard, not used the