UT Dallas GalaxyPay Card Cardholder FAQ

Notes:

1. To receive payment for participation in this study, you will be asked to provide your name, date of birth and home address.
2. If you receive compensation greater than or equal to $600 paid within one calendar year, Federal tax law requires that you report your research payments when you file your taxes.

How do I use the GalaxyPay Card?

1) In-store purchases (by selecting either the "Credit" or "Debit" option),
   - Using the "Debit" option requires a PIN (see "How do I a 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 GalaxyPay Card and a valid photo ID.
   - The GalaxyPay Card 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
1. Call 1-866-952-3795.	1. Go to www.myclincard.com.
2. At the recorded prompt, say or type the card number (typing is recommended).	2. Click "Create Account Here" link.

3. When prompted for Date of Birth, say "January 1st, 2001" or type 01012001.	3. Enter:
	   a. Your 16-digit card number,
	   b. Username and password of your choice,
	   c. An email address of your choice.

4. The recording states the card balance and offers the option to set a PIN.	4. Click **Register Account**. A login screen appears.
To set a PIN (optional):	5. Input the username and password you chose.
5. Say "Set PIN."	6. Click **Login** to see your current balance and history.
6. Say or type the 4-digit PIN number.	**NOTE**: PIN setup requires use of the phone prompts as described at left.
7. When prompted, re-type the PIN number for confirmation.	
8. The PIN is set, and you can hang up.	

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

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 GalaxyPay Card?

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 GalaxyPay Card:
- 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 GalaxyPay Card at a gas station?

Yes. However, please take your GalaxyPay Card 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 GalaxyPay Card 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 GalaxyPay Card for online purchases?

GalaxyPay Cards may not be accepted for online purchases requiring address verification.

What should I do if my GalaxyPay Card 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.