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## Clear Support

This email is for general inquiries about Clear. For specific inquiries, please call us directly at (866) 848-2415.

\*Required

**Email:\***

**Message:**

## Clear Corporate Enrollment

This email is for general inquiries about Clear. For specific inquiries, please call us directly at (212) 332-6363. \*Required

**Your Name:\***

**Your Phone Number:\***

**Your Company:**

**Home Airport:**

## Clear Public Relations

This email is for general inquiries about Clear. For specific inquiries, please call us directly at (212) 332-6306. \*Required

**Email:\***

**Message:**

## Frequently Asked Questions

### What is Clear



What are the reasons to join?



Where is it available?



Who is behind Clear?



What are the benefits of Clear?



How much does it cost to become a Clear member?



Where do I find information on careers at Clear?

### How it Works



What is a Clear lane?



What ID is required to use the Clear lane?



If I am a Clear member and my child is not, can we use the lane together?



How does the Clear card work?



Can I lend my card to a friend or family member?



How do I take care of my Clear card?



What if I set off the metal detector?

## Where it Works



Where can I use my Clear card?



When are the Clear lanes open?



When will Clear come to my airport?

## How to Apply



How Do I apply?



How long does it take to receive my card?



Who can apply for Clear membership?



When and where can I enroll?



What forms of identification do I need for enrollment?



Can I schedule a time to enroll at a Clear enrollment center?



**Can I complete the entire enrollment process at the airport?**



**How can I pay for Clear and when will my card be charged?**



**Are there discounts if I sign up for multiple years?**



**Can I pay monthly or on a per use basis?**



**Can I expense my membership and how do I get a receipt?**



**Can my children join Clear?**



**What do I need to enroll if my last name recently changed?**



**Do I have to give permission for Iris Image Research?**



Why do I have to submit "Excess Data" to complete online enrollment?

## **For Members**



How can I retrieve my forgotten username or password?



How do I replace a lost or stolen Card?



How can I check my account status or update my profile and billing info?



How do I renew my membership?



How do I renew my membership if I turned off Auto Renew?



Do I need to re-submit my biometrics for renewal?



How do I notify Clear of a name change and get a new card?



**How do I contact Clear support by phone, mail or email?**



**Can I suspend my account or turn my account on and off?**



**How do I cancel my membership?**

## **Privacy and Security**



What information is stored on the Clear Card?



How can I replace a lost/stolen/damaged Clear Card?



Does the card use RFID technology?



Is the Clear Card secure?



**Can the Clear Card be used to track me?**



Will Clear spam me or sell my information to telemarketers?



How do I know that Clear is going to live up to its promises?



What is the Clear Identity Theft Warranty™?



What is the Independent Privacy Ombudsman?



What if I am a victim of identity theft?



Where can I find Clear's privacy policies?



Is my data safe?



Is Verified ID P3P compliant?

## **Biometrics**



How do you use biometrics?



What is iris technology?



Is it safe to capture my iris image?



Can you capture my iris if I wear glasses or contacts?



Can someone fake my biometric?



What is fingerprinting technology and how does it work?



What if my fingerprints cannot be captured?

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Questions? Call us at (866) 848-2415

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