

# Greenphire ClinCard Prepaid VISA Mobile Wallet Overview



## General Information

**Overview:** A mobile wallet can be used to digitally provision a card (either physical or virtual), allowing use of the card for POS purchases in-store. The available wallet networks include Apple Pay, Google Pay, and Samsung Pay, and the wallets are usually pre-installed on mobile phone devices. Once a card is added to a phone’s mobile wallet, it can be used at contactless readers anywhere VISA cards are accepted.

**Availability:** Any ClinCard Prepaid VISA (physical or virtual) can be added to a mobile device’s wallet. The mobile wallet feature is only available to U.S. ClinCard Prepaid VISA Cardholders.

**Value:** Expands the use of virtual cards by providing the ability to use the card for in-store purchases. For physical cards, it provides an easy and secure way to use the card without presenting the physical card at time of purchase.

## Pairing a Card to a Mobile Wallet

To pair a card to a mobile wallet, the cardholder will need to follow these general steps (which may vary depending on the mobile device):

1. Open the mobile wallet application on the mobile device (Apple, Google, or Samsung Wallet App).
2. Select the option to add a new card (which will vary depending on the wallet app).
3. Enter requested card information (name, card number, expiration date, CCV, etc.) and follow the prompts within the wallet app to continue.
4. Acknowledge the Digital Wallet Terms & Conditions.
5. The cardholder will then need to verify their card by selecting one of two options:
  - o **Email:** a code will be sent to the email address on file. Once the code is received, the code is then entered into the mobile wallet app and confirmed
  - o **Phone:** call ClinCard Cardholder Support to verify their identity over the phone. The support representative will then manually provision the card over the phone.
6. Once the card is verified, the card will provision to the device’s mobile wallet.
7. The card is now ready to be used anywhere VISA and contactless payments are accepted. The cardholder can open their wallet app, and hold their mobile device near the contactless reader to make in-store purchases.



\*Above is an example of the setup process for Apple Pay.

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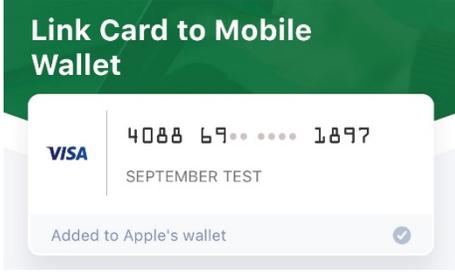
## Mobile App Push Provisioning

A streamlined option to provision a card to a mobile wallet directly is available within the My ClinCard mobile app. Once the cardholder has created a user account on the My ClinCard mobile app, there will be an option to “Link Card to Mobile Wallet” within the menu screen. **For more details, see the steps below:**

<p><b>Step 1:</b> Press the menu button at the bottom of the screen, and then click “Link Card to Mobile Wallet”</p>	
<p><b>Step 2:</b> Press the “Add to Apple Wallet” button. Depending on what device the cardholder is using, this button name may vary.</p> <p>*For Samsung devices, both Google Pay and Samsung Pay options will appear on this screen.</p>	
<p><b>Step 3:</b> A 6-digit code will be emailed to the email address associated with the card/mobile app user account. Enter the code and click the submit button. This will begin the provisioning process.</p> <p>*If the cardholder’s email address is incorrect, it can be updated via ClinCard Cardholder Support, or the cardholder may update it in the mobile app or the cardholder website on the “My Profile” page.</p>	

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<p><b>Step 4:</b> Follow the prompts on your phone to complete the provisioning process within the phone's mobile wallet application. Once the card has been provisioned, the screen will display "added to Apple's wallet" with a checkmark. Depending on what device the cardholder is using, the success message may vary.</p> <p>*If the cardholder receives an error message, please contact ClinCard Cardholder Support.</p>	
<p><b>Step 5:</b> The card may now be used for in-store purchases using the phone's mobile wallet application (Apple Pay, Samsung Pay, or Google Pay).</p>	