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General CLINCARD usage guidelines can be read on this link: [CLINCARD FAQ US 2019.pdf \(myctb.org\)](#)

Or on their website: <https://www2.consumercardaccess.com/main/myclincard/Home>



Replacing Expired or Expiring CLINCards

1. If your card is expired or within 30 days from expiration, it has to be replaced. You can call the CLINCARD customer service: **1-866-952-3795 or +1 215-609-4378 for a free replacement**
 - a. The expiration date cannot be extended but they will replace any expiring cards (30 days from expiration) or expired cards (any time) for free.
 - b. They will send the new card to your address. You should have the old card number. They will transfer your balance.
 - c. The funds will not be lost when the cards expire. However, if the cards go inactive for 6 months or more, a \$4.50 inactivity fee will be applied, as stated within the card carrier agreement.
2. If the customer service is unable to help you, you can call/text the ThrYve phone number to report this and we can find a way to assist: **ThrYve Phone: +1 913 897 8543**
 - a. Complete this card form linked here: <https://wethryve.works/payment> ThrYve staff (Cynthia) will automatically receive an email once the form is completed, and she will register and mail a new card to the person's address within 7 days.

Replacing a stolen, lost or missing CLINCARD

1. Complete this card form linked here: <https://wethryve.works/payment> ThrYve staff (Cynthia) will automatically receive an email once the form is completed, and she will register and mail a new card to the person's address within 7 days.

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2. You can call us or text the ThrYve phone number for a replacement: **ThrYve Phone: +1 913 897 8543**. It costs \$5 for each replacement.
3. You can call the CLINCARD customer service: **1-866-952-3795 or +1 215-609-4378** for a replacement and it costs \$7.