

# Clear<sup>®</sup> Facts



## When did Clear begin?

Clear has been enrolling members in the program since June 21, 2005. Members have been using the Clear lanes at the Orlando Airport since July 19, 2005.

## What airports are you in?

Clear is accepted at the following airports:

- Albany (ALB)
- Cincinnati (CVG)
- Denver (opening soon)
- Indianapolis (IND)
- Jacksonville (JAX)\*
- LaGuardia (opening soon)
- Little Rock (LIT)
- Newark (EWR)
- New York JFK (JFK)
- Orlando (MCO)
- San Francisco (SFO)
- San José (SJC)
- Reno-Tahoe (RNO)\*
- Westchester (HPN)

\* Clear does not operate the program at Reno-Tahoe Airport or at Jacksonville Airport; however, the Clear card is interoperable with any registered traveler program at no additional cost.

## When did the registered traveler program rollout nationally?

The Transportation Security Administration (TSA) approved Clear to conduct both enrollment and verification services as part of the national rollout of the registered traveler program on January 12, 2007.

## How much does membership cost? (Includes \$28 TSA vetting fee)

One Year Membership	\$99.95
Two Year Membership	\$199.90
Three Year Membership	\$299.85

## How many members are enrolled in Clear?

As of November 2007, Clear has 75,000 members nationwide.

## What is the rate of retention for those who have renewed their membership?

Clear has an over 90% renewal rate.

### **Does Clear have any [marketing partnerships](#)?**

Clear has secured marketing partnerships with hotels, airlines and travel management companies, including American Express, Hyatt; British Airways; Air France; Virgin Atlantic Airways; AirTran Airways; Luggage Forward; Orbitz for Business/Travelport; and Carlson Wagonlit, among others.

### **What are the [benefits](#) to becoming a Clear member?**

- expedited treatment at the security checkpoint;
- Clear concierges standing by to help you move faster through the security checkpoint;
- access to any registered traveler lane in the U.S.

### **What [new technologies](#) are in the works for the Clear lane?**

Clear is seeking approval from the TSA to rollout a shoe scanner where members can, in most instances, leave their shoes on as they pass through the security checkpoint. Other technology in development is a scanner that will allow a laptop to stay in its case.

### **What does the [enrollment process](#) entail?**

Applicants begin enrollment at [flyclear.com](http://flyclear.com) by providing basic biographic information including name, address, and previous addresses. Payment information is also provided online; however, applicants are not charged until they are approved for membership by TSA and receive their card. This process will require about 15 minutes.

Next, an applicant's photograph and biometrics (iris images and fingerprints) are captured during the in person portion of enrollment, either at the airport or at one of Clear's mobile enrollment station. The applicant is required to bring two pieces of US government-issued identification from a pre-approved list (a passport and driver's license). This process will require about ten minutes.

Next, the application is sent to TSA for a Security Threat Assessment. TSA does not reveal the details of that assessment, just whether the applicant is approved or not approved. If approved, members can expect to receive their Clear card in the mail approximately two to three weeks after completing in person enrollment and can use their card at the Clear lane immediately.

### **What are Clear's [privacy assurances](#)?**

- Clear does not track members as they travel.
- Clear has instituted strict privacy policies – available at [flyclear.com](http://flyclear.com) – to safeguard a member's information.
- An independent ombudsman is available if a member needs to discuss a privacy matter.
- Clear's auditing firm, Ernst & Young, conducts yearly privacy audits. The current audit is available at [flyclear.com](http://flyclear.com).
- Every member receives an identity theft warranty as part of their membership. We promise that in the highly unlikely event that a member is the victim of identity theft that is the result of any unauthorized dissemination by our company or its subcontractors, or theft from our company or its subcontractors, of the member's personal data collected by us, we will reimburse the member for any monetary costs resulting from such identity theft. In addition, we will offer at our own expense assistance to any such member in restoring the integrity of the member's financial or other accounts.

(as of November 2007)