

Clear[®] 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)
- Atlanta (ATL) Coming Soon
- Cincinnati (CVG)
- Denver (DIA)
- Dulles (IAD)
- Indianapolis (IND)
- Jacksonville (JAX)*
- LaGuardia (LGA)
- Little Rock (LIT)
- Los Angeles (LAX) Coming Soon
- Newark (EWR)
- New York JFK (JFK)
- Oakland (OAK)
- Orlando (MCO)
- Reagan (DCA)
- Salt Lake City (SLC)
- 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	\$128
Two Year Membership	\$256
Three Year Membership	\$384

How many travelers have enrolled in Clear?

Clear has signed up over 190,000 travelers nationwide.

What is the Clear's member retention rate?

Clear has an over 90% retention rate.

Does Clear have any marketing partnerships?

Clear has secured marketing partnerships with airlines, hotels, credit card companies, retailers, and travel management companies including Delta Air Lines; MasterCard; American Express; Hyatt; Marriott, British Airways; Air France; Virgin Atlantic Airways; AirTran Airways; Frontier Airlines; Flight 001; 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 by providing basic biographic information including name, address, and date of birth (a social security number is not required, but may expedite the enrollment process). Payment information is also captured online; however, applicants are not charged until they are approved for membership by TSA and receive their card. This portion of enrollment takes about 10 minutes.

Next, an applicant's photograph and biometrics (iris images and fingerprints) are captured during the in person portion of enrollment, either at a Clear airport or at one of Clear's mobile enrollment stations (see flyclear.com for enrollment locations). The applicant is required to bring two pieces of US government-issued identification from a pre-approved list (e.g., passport and driver's license). US citizens or lawful permanent residents are eligible for membership. This portion of enrollment also takes about ten minutes.

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 has implemented a multi-layered security program to ensure that member information is secure.

- Clear does not track members as they travel.
- Clear has instituted strict privacy policies – available at 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.
- 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.