

## ClinCard Standard Message Templates - US & Canada

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### Appointment Reminder (SMS & Email)

Schedule	3 days and 1 day before appointment date
Message Structure <i>(160 character limit on SMS messages)</i>	Hi [FIRST NAME], you have an appointment with Dr. [INVESTIGATOR LAST NAME] on [DATE] at [TIME]. Please contact [SC FIRST NAME] at [SC TELEPHONE] if you have any questions or need to reschedule.
Message Example	Hi Sam, you have an appointment with Dr. Samar on 01/06/2011 at 11:30 am. Please contact Candice at 215-880-0715 if you have any questions or need to reschedule.
Subj. Line (Email)	Your Next Appointment with Dr. [INVESTIGATOR LAST NAME]

### Payment Confirmation (SMS & Email)

Schedule	Upon funds being loaded onto the ClinCard
Message Structure <i>(160 character limit on SMS messages)</i>	Hi [FIRST NAME], \$[PAYMENT VALUE] has just been loaded onto your ClinCard and is available immediately.
Message Example	Hi Sam, \$50.00 has just been loaded onto your ClinCard and is available immediately.
Subj. Line (Email)	ClinCard Deposit Notification

NOTE: All emails also include the below language at the end of each message:

*This is an automated system, and replies will not be read.*

If a response is sent to this email address, the sender will receive a mail delivery failure notice

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**Balance Reminder (SMS & Email)**

Schedule	After 5 ½ months of no activity
Message Structure <i>(160 character limit on SMS messages)</i>	Hi [FIRST NAME], \$[CURRENT BALANCE] is currently available on your ClinCard for use. Please visit <a href="http://myclincard.com">myclincard.com</a> or call 1-866-952-3795 to manage your account.
Message Example	Hi Sam, \$37.26 is currently available on your ClinCard for use. Please visit <a href="http://myclincard.com">myclincard.com</a> or call 1-866-952-3795 to manage your account.
Subj. Line (Email)	Your ClinCard Balance