

**IMAGINE THE
LONG SECURITY
LINE
WITHOUT THE
“LONG” PART.**

CLEAR LESSONS LEARNED

JASON SLIBECK, CTO, VERIFIED IDENTITY PASS, INC.

ABOUT CLEAR

- **CLEAR IS THE LARGEST REGISTERED TRAVELER PROGRAM OPERATING AT U.S. AIRPORTS WITH OVER 250,000 MEMBERS SINCE JUNE, 2009.**
- **PARTNERSHIPS ARE ESTABLISHED WITH 20 AIRPORTS AND AIRLINES, PLUS MAJOR MARKETING PARTNERS.**
- **TECHNICAL INTEROPERABILITY IS ACHIEVED WITH ALL CERTIFIED REGISTERED TRAVELER SERVICE PROVIDERS.**
- **ALL CAPITAL AND OPERATING COSTS ARE SUPPORTED BY VOLUNTARY MEMBERSHIP - NO COST TO TAXPAYERS OR AIRPORTS.**



KEY POINTS

ATTENTION TO CUSTOMER SERVICE CAN RAPIDLY SPEED GROWTH AND SATISFACTION.

INTEROPERABILITY PROVIDES FLEXIBILITY AND ENCOURAGES STAKEHOLDERS.

TRUE SECURITY BENEFITS ARE AN IMPORTANT PART OF THE SERVICE OFFERING.

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REGISTERED TRAVELER HISTORY

2004-2005: TSA CONDUCTS LIMITED, GOVERNMENT-SPONSORED RT PILOT PROGRAM

APRIL 2005: ORLANDO INTERNATIONAL AIRPORT ISSUES COMPETITIVE RFP FOR PRIVATE SECTOR KNOWN TRAVELER (PSKT)

JUNE 2005: CLEAR, WINNER OF PSKT CONTRACT, OPENS IN ORLANDO

OCTOBER 2005: WORK BEGINS ON INTEROPERABILITY AND INDUSTRY INPUT INTO FUTURE OF RT IN US

SEPTEMBER 2006: FIRST VERSION OF TECHNICAL SPECIFICATIONS FOR INTEROPERABILITY PUBLISHED

NOVEMBER 2006: TRANSITION FROM ORLANDO PILOT TO NATIONAL, INTEROPERABLE PROGRAM BEGINS

JANUARY 2007: JFK (T7), SJC, IND, AND CVG CLEAR LANES OPEN

JUNE 2007: UNISYS OPENS INTEROPERABLE PROGRAM IN RENO

MAY 2008: UNISYS PURCHASED BY FLO

MAY 2008: ONE MILLION TRIPS MADE THROUGH CLEAR LANES SINCE LAUNCH

JULY 2008: TSA ENDS PILOT AND ENCOURAGES CONTINUED EXPANSION OF PRIVATE SECTOR MODEL

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REGISTERED TRAVELER AIRPORTS



- REGISTERED TRAVELER AIRPORTS
- COMING SOON

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CUSTOMER SERVICE: HOW CLEAR WORKS

1 ONLINE ENROLLMENT



2 IN-PERSON ENROLLMENT



3 IDENTITY VERIFICATION AND VETTING



5 VERIFICATION AT THE CLEAR LANE



4 CARD PRODUCTION AND FULFILLMENT



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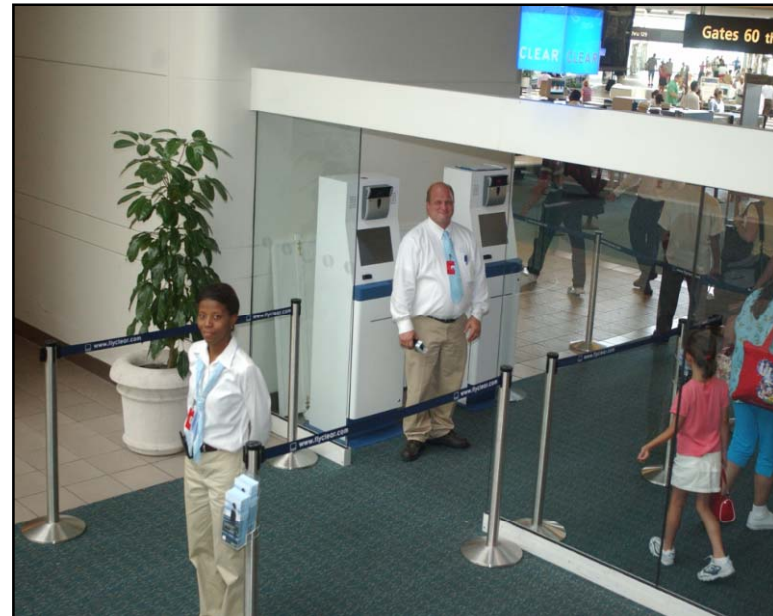
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Customer Service: Current Benefits of Clear



Top Frequent Flier Frustrations:

- Long lines
- Inability to predict the wait
- Poor customer service



The Clear Solution:

- Members get through in 1 to 5 minutes.
- Members get a consistent, predictable experience at every Clear airport.
- Clear concierge attendants help travelers move faster through the checkpoint.

INTEROPERABILITY: OPEN TECHNOLOGY STANDARDS

FINGERPRINTS

- **TEN SLAP PRINTS AT ENROLLMENT**
- **FOUR FINGERPRINTS ON RT CARD - INCITS 378-2004**

IRIS

- **OPTIONAL CAPTURE**
- **RECTILINEAR FORMAT FOR ENROLLMENT AND STORAGE AT CIMS**
- **UNSEGMENTED POLAR IMAGE FORMAT FOR RT CARD**
- **COMPLIANT WITH ISO/IEC 19794-6:2005**

FACIAL PHOTO

- **ANSI INCITS 385-2004**
- **ISO/IEC 15444 JPEG 2000 IMAGE CODING SYSTEM**
- **STORED ON CARD, BUT NOT USED FOR AUTHENTICATION**

SMART CARD

- **US REAL ID ACT FOR TRANSPORTATION IDENTIFICATION**
- **ISO/IEC 7810, 10373-1, ANSI INCITS 322-2002**

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INTEROPERABILITY: BEYOND TECHNOLOGY STANDARDS

RTIC Technical Interoperability Specification

- Introduction & Overview
- Concept of Operations
- Biometric Data Management & Use
- System Messaging
- RT Card Model
- System Security
- Conformance Testing Principles

www.rtconsortium.org

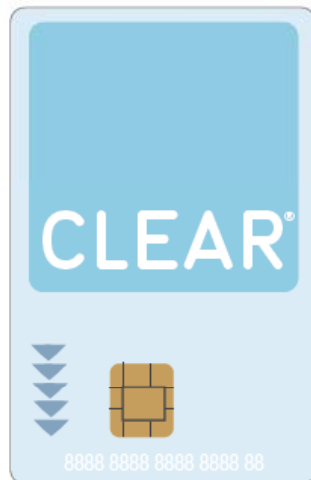


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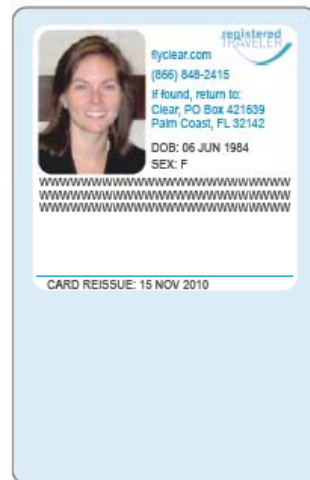
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SECURITY BENEFITS: CLEAR CARD WITH ENHANCED SECURITY FEATURES

Card Front



Card Back



FEATURES ADDED TO DETER FORGERY AND COUNTERFEITING, PROMOTE CONFIDENCE IN THE AUTHENTICITY OF THE CARD AND FACILITATE DETECTION OF FRAUDULENT CARDS.

IN JUNE, 2008, DHS ACCEPTED CLEAR AS A SECURE IDENTIFICATION CARD ISSUED CONSISTENT WITH DHS STANDARDS.

WORKING TOWARDS HARMONIZATION WITH REAL ID ACT REQUIREMENTS.

TSA CHANGING TRAVEL DOCUMENT CHECKER POLICIES TO ACCEPT CLEAR CARD INTO THE LIST OF ACCEPTED DOCUMENTS AT ALL AIRPORT CHECKPOINTS.

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SECURITY BENEFITS: ADVANTAGES FOR AIRPORTS



AS MORE TRAVELERS JOIN CLEAR, THE PERCENTAGE OF PRE-SCREENED, LOW RISK FLIERS GOING THROUGH SECURITY INCREASES.

WITH LOWER RISK TRAVELERS REMOVED FROM GENERAL SECURITY, RESOURCES CAN BE BETTER ALLOCATED.

TECHNOLOGY INNOVATIONS CAN LEAD TO PROCESS IMPROVEMENTS WITH HIGH RETURNS ON THROUGHPUT AND NO INVESTMENT OF CAPITAL.

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SECURITY BENEFITS: VERIFICATION KIOSK WITH SHOE-SCANNING TECHNOLOGY



1. Iris camera

2. Receipt Printer

Instructs member on required divesting and communicates alerts to TSA

3. Clear card reader

4. Itemiser

Uses finger sampling technology to detect trace explosives. For future benefits.

5. Fingerprint reader

6. Shoe Scanner

Can detect both explosives and metal below the knee. For future benefits.

KEY POINTS SUMMARY

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TRUE SECURITY BENEFITS ARE AN IMPORTANT PART OF THE SERVICE OFFERING.

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STEP ONE OF ENROLLMENT: FLYCLEAR.COM

Online Enrollment

- Provide payment information
- Enter Biographic information required by TSA

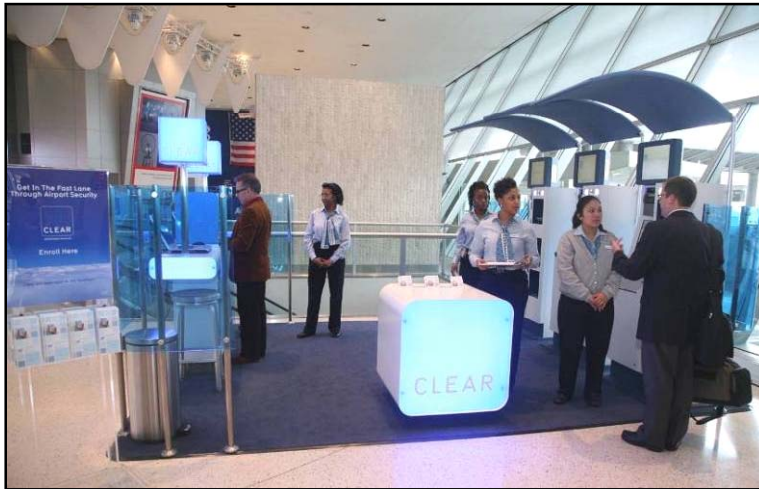
The screenshot shows the CLEAR website homepage. At the top left is the CLEAR logo and the tagline "Fly Through Airport Security". A navigation menu includes "ABOUT CLEAR", "AIRPORTS", "ENROLLMENT", "MY ACCOUNT", and "HELP". A search bar is located at the top right. The main content area features a large banner with the text "One million passengers served. Millions of hours saved." and a "Join Clear" button. To the right of the banner is a quote: "Clear members say: 'Less time in the security lane means more time to sleep.'" Below the banner are three promotional boxes: "GIVE CLEAR" (offering a gift instead of a predictable gift), "STAY INFORMED" (with an email sign-up form), and "REFER-A-FRIEND SPECIAL OFFER" (offering free months and a prize). The footer contains links for "Corporate Information", "Online Privacy", "Press Room", "Careers", "Contact", "Site Map", and "PRIVACY POLICY".

The screenshot shows the "ONLINE ENROLLMENT" form on the CLEAR website. At the top right, it says "For Help on this page please contact Clear Support: (866) 848-2415". The CLEAR logo and tagline are on the left. The form has a progress bar at the top with five steps: "Create an Account" (highlighted in green), "Policy Agreement", "Membership & Payment", "Profile & Contact", and "Information Verification". The progress bar shows "PERCENT COMPLETE" at 0%. Below the progress bar, it states "All fields marked with an asterisk (*) are required" and provides a link to "Our Privacy Policy". The section is titled "YOUR PROFILE" and contains instructions: "Please enter your full and complete legal name exactly as it appears on the two pieces of acceptable government-issued I.D. (Download Accessible PDF Plug-in) required for in-person enrollment. A U.S. passport is strongly recommended. If your name appears differently on the two documents, please enter the most complete information, e.g. John instead of J. for a middle name." The form fields include: "First Name", "Last Name", "Suffix" (dropdown), "Current Home Address (No P.O. Boxes) *", "Home Address Line 2", "City *", "State *", "Zip *", "Country" (dropdown set to "United States"), "Primary Email Address *", "Re-Enter Primary Email Address *", "Alternate Email Address", "Re-Enter Alternate Email Address", "Primary Phone Number *", and "Secondary Phone Number". There are also radio buttons for "United States Citizen Or Foreign Resident *" (with "No" selected) and "Receive Emails In:" (with "HTML" selected and "Text" unselected).

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STEP TWO OF ENROLLMENT: IN AIRPORT OR MOBILE ENROLLMENT STATIONS



- During in-person enrollment, a Clear attendant validates the Clear applicant's passport and driver's license, captures images of his or her biometrics, and takes a photo.
- Clear works with the airport or airline to identify appropriate and convenient locations for the Clear enrollment stations.
- Clear has set up convenient mobile enrollment station locations in major metropolitan areas.
- Clear provides mobile teams for convenient enrollment at offices and businesses.

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IRIS AND FINGERPRINT CAPTURE AT ENROLLMENT



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CLEAR CARD AT THE VERIFICATION KIOSK



The Clear card is inserted into the kiosk and the member is prompted to present either a fingerprint or iris image. The "primary biometric" that members use for identity verification is selected by the member during enrollment.

CLEAR ENROLLMENT KIOSK



Iris Image Camera: Panasonic BM-ET330

Photo Camera: Logitech Quickcam Pro 4000

Viisage iA-thenticate Document Scanner

Touch Screen Display

10-Print Fingerprint Reader: Cross Match ID500

Single Fingerprint Reader: Cross Match Verified 300 LC

Canon Flat Bed Scanner

Receipt Printer

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IDENTITY VERIFICATION KIOSK



1. Iris camera

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Instructs member on required divesting
and communicates alerts to TSA

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4. Fingerprint reader

TECHNICAL SPECIFICATIONS - TSA SPCS

SPCS

- Security, Privacy and Compliance Standards for Sponsoring Entities and Service Providers
- Provides prospective Sponsoring Entities and Service Providers a comprehensive description of TSA's standards for:
 - RT Information Systems: Standards for securing information systems transmitting and or holding RT participant data
 - Enrollment/ Verification: Process-specific standards for establishing internal controls over participant enrollment and verification.
 - Ongoing Compliance: Detailed procedures for demonstrating compliance with the standards.

