

UCARD TERMS AND CONDITIONS

ACCOUNT DESCRIPTION: U Card is a no-fee, pre-paid convenience account. The U Card account is accessed via your U Card (IU Southeast ID card), and can be used as payment for goods and services at locations determined by the University.

AGREEMENT: This Agreement is between Indiana University Southeast and the U Card holder ("You" or "Account Holder"). Activating Your U Card account acknowledges YOUR acceptance of the terms and conditions of this agreement. The University reserves the right to modify the agreement.

ACCOUNT ACTIVATION: Your U Card account was established when You registered as a student of IU Southeast. Your initial deposit to Your U Card activates Your account and binds You to the full terms and conditions of the Agreement.

TERM: The Agreement shall start when the account is activated and shall continue automatically renewing for each succeeding year until terminated by either party under the conditions stated in this Agreement or one of the following occurs: (1) Your U Card account balance reaches (0); (2) a subsequent deposit or other circumstances result in a superseding U Card account; or (3) during any consecutive 12 month period, You do not use Your U Card account (see "Inactive Accounts" provisions).

DEPOSITING FUNDS: Initial and future deposits may be made on-line at www.ius.edu/ucard.

Credit card deposits may be made over the phone to a U Card account by calling (812) 941-2335.

Deposits may also be made in person to the address below. Checks should be made payable to IU Southeast and must contain the Account Holder's name and 10 digit IU Southeast I.D.# in the memo section of the check. A reference must also be made on the check that this is a U Card payment in order to not be confused with a Bursar tuition payment.

Deposits may also be made at our U Card Station (cash to card machine) located in the University Center South building.

ACCOUNT USE: You may pay for goods and services at approved locations using your U Card; however, You may not request cash advances or withdrawals from Your U Card account.

U Card has been established for the convenience of members of the U Card community in purchasing goods and services on campus and University affiliated premises. It is not designed nor intended to act as a banking service. Consequently, no interest will be paid or credited to account balances maintained in a U Card account, and banking and consumer lending regulations do not apply.

Participating vendors may require additional identification to ensure that the person using the U Card is the owner, and You may be required to sign a receipt for goods received. You are liable for all charges to your U Card account until reported lost or stolen. The University and its agents are not responsible for unauthorized charges made to Your U Card account prior to its being reported lost or stolen.

USE OF YOUR U CARD: Your U Card, which is used to access Your U Card account, is the property of Indiana University Southeast, and is NOT transferable.

LOST OR DAMAGED CARDS: If Your U Card is lost or stolen, immediately call (812) 941-2335 during normal business hours of Campus Card Services and call Campus Police at (812) 941-2400 after hours and on the weekends. The account will be deactivated once notification has been received until you have a new card made. Damaged U Cards will be replaced by Campus Card Services upon Your or a University Official's request. Such replacement will be made in accordance with current policies regarding card replacements. Purchases will not be permitted with a malfunctioning card. A fee will be charged for replacement of the U Card.

ACCOUNT BALANCES AND STATEMENTS: You may obtain Your U Card account balances from Campus Card Services during regular hours of operation. U Card account activity statements will NOT be automatically distributed, but may be requested from the Campus Card Services Office. Account balances are also displayed on most readers when a purchase is made.

CLOSING ACCOUNTS AND REFUNDS: At the end of the academic year, You may either (a) leave the balance in Your U Card account for the next academic year (which requires no action on Your part) or (b) request that Your U Card account be closed. If You request that Your U Card account be closed, for any reason, You may also request that any balance in Your account in excess of \$15.00 be refunded to You, which requires You to send a letter requesting such action to Campus Card Services. Accounts closed during the first week of the semester (fall and spring semesters only) will not incur a \$15.00 service charge.

REFUNDS: The University will refund the remaining balance of Your U Card account, less a \$15.00 service charge. All requests for refunds must be made in writing to Campus Card Services. Refunds require four to six weeks for processing.

TRANSFERRING ACCOUNT FUNDS: U Card account balances may not be transferred from one account holder to another.

INACTIVE ACCOUNTS: If at any time Your U Card account has had no activity during the prior 12 months, and there is a remaining balance of \$16.00 or more, the University will notify You of this at the home address listed on Your University records. You will have (30) days from the date of the University's notice to You to submit a written request; (i) that Your U Card account will remain open; (ii) that Your U Card account be closed, or (iii) that Your U Card account be closed and the balance of Your account in excess of the \$15.00 service fee the University charges to close an account be refunded to You. If You have not submitted a written request within this thirty (30) day period, Your U Card account will be closed and the balance of Your account forfeited without further notice to You.

HOURS OF OPERATION: The University reserves the right to select participating U Card merchants. Each merchant determines their hours of operation, selects the goods and services available for purchase using U Card at their location, and sets the prices for goods and services in their operations.

Campus Card Services is open Monday through Thursday from 8:00 am to 6:00 pm and Friday from 8:00 am to 5:00 pm. Hours are subject to change and extended hours are available at various times during the year.

CUSTOMER SERVICE: To report problems with Your U Card account or any related equipment, please contact Campus Card Services immediately at (812) 941-2335. For account statements or additional information, please write to:

Campus Card Services
Indiana University Southeast
University Center South 103
4201 Grant Line Road
New Albany, IN 47150
Phone: (812) 941-2335
Fax: (812) 941-2639