



WESTCONNECT Card: Cardholder Agreement

The WCSU WESTCONNECT Card is the official identification card for students, faculty, and staff of Western Connecticut State University. The WESTCONNECT Card is used to access certain facilities and also serves as the library card. The WESTCONNECT Card acts as a stored-value card and allows the cardholder to carry out financial transactions at an increasing number of campus locations. Additional information concerning the WESTCONNECT Card program can be found online at www.wcsu.edu/westconnect/.

When an individual acquires a WESTCONNECT Card, he or she agrees to the terms found in PART ONE of this agreement. In addition to the terms and conditions found in PART ONE, a cardholder who elects to use the WESTCONNECT Card for financial transactions also agrees to the terms and conditions found in PART TWO of this agreement.

Note regarding Financial Programs Associated with the WESTCONNECT Card:

CONNECT Cash and Meal Plan Accounts are optional debit accounts which do not provide credit and do not provide cash withdrawals. The only way to remove monies from the CONNECT Cash account is to close the account.

PART ONE: TERMS AND CONDITIONS FOR IDENTIFICATION CARD

ELIGIBILITY

The WESTCONNECT Card identifies the cardholder as a member of the WCSU Community, and upon receiving the card the eligible individual agrees to the following terms:

Students

- Must be a current registered student
- Must have a valid photo identification prior to issuance

Full Time or Part Time Faculty/Staff

- Must have a budgeted position
- Upon termination, must surrender card to the WESTCONNECT Card Office

Affiliates

- Must surrender card upon termination from affiliation organization or termination of contractual relationship with organization

Emeriti

- Confirmed Emeriti of WCSU

AUTHORIZATION FOR PERSONAL USE ONLY: PENALTIES FOR UNAUTHORIZED USE

The WESTCONNECT Card will not be loaned or otherwise transferred to another person, as doing so results in a violation of University policies. Any attempt to obtain or use, or to assist in obtaining or using, a WESTCONNECT Card for fraudulent identification is a violation of this agreement and may result in disciplinary action.

PROPERTY OF WESTERN CONNECTICUT STATE UNIVERSITY

The WESTCONNECT Card is the property of Western Connecticut State University (WCSU). Upon request from WCSU officials or security personnel, the cardholder will provide his or her WESTCONNECT Card.

OBLIGATION TO REPORT LOST OR STOLEN CARD

The cardholder is obligated to report a lost or stolen WESTCONNect Card immediately. This report will be made to the WCSU WESTCONNect Card Office located in Old Main on the midtown campus. The cardholder may also report a lost or stolen card online through the secure University portal, WESTCONNDUIT.

REPLACEMENT CARDS

Students who have lost, stolen or vandalized cards may obtain a replacement card for a fee of \$15.00. Cards turned in that are not functioning due to normal wear and tear or as a result of a processing error are replaced free of charge. Cards which are bent, have holes punched in them, are warped from excessive heat or otherwise damaged from non-reader mechanical means are deemed to be the responsibility of the cardholder.

Patrons with a legal name change may obtain an updated WESTCONNect Card at no charge AFTER the name change has been entered by the Registrar's Office for students or Human Resources for faculty/staff.

In the event of a role change (e.g. student to faculty), an updated WESTCONNect Card will be provided free of charge.

PART TWO: TERMS AND CONDITIONS FOR STORED-VALUE AND MEAL PLAN CARD USE

CONNect Cash and Meal Plan Accounts

CONNect Cash and Meal Plan Accounts are optional debit accounts which do not provide credit and do not provide cash withdrawals. CONNect Cash and Meal Plan Accounts are non-transferable. The cardholder is responsible for purchases and debits made to the accounts. A list of purchase locations may be found at the WESTCONNect Card office website, www.wcsu.edu/westconnect/.

The WESTCONNect Card may, at the cardholder's option, be used to pay for various goods and services on campus via the WCSU CONNect Cash account. The following terms and conditions will apply when the cardholder first uses his or her card for a financial transaction. **Please note that depositing a minimum of \$20 to the WESTCONNect card for future use constitutes a financial transaction.**

Meal Plan Policy

Meal Plan Enrollment

By accepting this agreement, the Cardholder understands that the CONNect Cash debit account does not take the place of a university meal plan. If you are unsure if you are required to have a meal plan, please check with Residential Life or consult the WCSU student handbook. Students who do not have a mandatory meal plan can either purchase a voluntary meal plan or use CONNect Cash to make dining purchases. Also students with a meal plan can use Flex points (points associated with a meal plan) or CONNect Cash to supplement their meal plan at food service retail locations and the student restaurant.

Withdrawal Meal Plan Refund Policy

Refunds follow the university refund policies as stated on the Cashier's Office website at <http://www.wcsu.edu/cashiers/refund.asp>.

Rolling Account Policy

Meals are only for the semester for which they are purchased. Any unused amount of the flex points portion of the meal plans are rolled over from fall semester to spring but must be used by the end of the spring semester.

CONNect Cash Policy

LIABILITY

The cardholder is responsible for all financial activity generated by the use of his or her card, and agrees to pay for that activity. Unauthorized use of a lost or stolen card will be limited to a maximum charge to the cardholder of \$50 for transactions incurred within 24 hours prior to notifying the University of the lost card. Notification of a lost card can be made to the WestConnect card office during normal business hours. Outside of normal business hours, lost cards may be reported on-line through the WESTCONNDUIT. Unauthorized use of the card is a criminal offense and will be prosecuted to the fullest extent of the law.

Liability for Failure to Make Transfers

If the university does not properly complete a transfer to or from an account holder's account, the university will not be liable for such failure, if:

1. Through no fault of the university, the account has insufficient funds
2. Circumstances beyond the control of the university prevents the transfer, including but not limited to fire, flood or other catastrophe, legal acts of public authorities, strikes, riots, failure of communications or power supply or mechanical difficulties with the equipment
3. The account has been suspended, for example, to prevent unauthorized use
4. Additional exceptions may apply

WESTCONNECT ONE CARD ACCOUNT MANAGEMENT

Account Information and Deposits

WESTCONNECT Card Account information may be obtained at the WESTCONNECT Card Office. Cash and check deposits may be processed in person at the Cashier's Office, or online at WESTCONNDUIT through www.wcsu.edu. Funds added to the WESTCONNECT Card will automatically be deposited into the WESTCONNECT Cash account. A minimum deposit of \$20 is required.

Deposits to CONNect Cash Accounts may be done at:

- WESTCONNDUIT through www.wcsu.edu (e-check, Visa, Mastercard, Discover)
- Cashier's Office (cash, check)

There is a fee for returned checks set by the Cashier's Office. Any negative balances on the CONNect Cash account, will be posted to the individual's bill and will be subject to the university's collection policy; information on the collection policy is available from the Cashier's Office.

The WCSU WESTCONNECT Card Office maintains financial transaction records associated with the use of the card account(s) in accordance with Regulation E. Transaction history is available to the cardholder upon request through the WESTCONNECT Card Office. CONNect Cash transactions and available balance information are also available online through WESTCONNDUIT.

Transaction Errors

All WESTCONNECT Card transaction errors at non-attended sites should be reported immediately to the WESTCONNECT Card office in person. The cardholder will be required to fill out a form prior to receiving reimbursement for lost funds. The transaction error report needs to include the cardholder's name and university ID number, the date, time, location, the anticipated purchase cost, and amount charged. Reimbursement for errors at non-attended sites will be issued from the Card Office via a credit to the CONNect Cash account. Notification of credit will be made via e-mail.

All transaction errors at attended sites (e.g. dining services and bookstores) should be reported to the selling party at the time of the error, if noted. All transaction errors at attended sites are subject to the policies of the selling party. The transaction error report needs to include the cardholder's name and university ID number, the date, time, location, the anticipated purchase amount, and the amount charged.

Rolling Account Policy

The CONNect Cash Account balance rolls from semester to semester and can be added to at any time by active members of the University Community.

Account Balances And Receipts

The cardholder's account balance will display on cash registers at attended sites accepting the WESTCONNECT Card for financial transactions. The cardholder's account balance will also appear on any receipt that may be generated at a point of sale register. The cardholder will also be able to check balances and transaction records online through WESTCONNDUIT. For purposes of security, the cardholder's account balance will not display on non-attended sites.

Closing Account:

An employee may close the CONNect Cash account and receive a refund at any time during his or her employment, or up to thirty calendar days following termination of employment. A student cardholder may apply, in person by completing the

appropriate form available online or at the WESTCONNect Office, for a refund at the end of the academic year, at the end of the semester in which the student graduates, or at any other time during the semester if the student officially withdraws from enrollment at Western Connecticut State University. If a student is making a request at any time other than the end of the academic year, he or she must submit a request in writing, to the WESTCONNect Office. This request for a refund must be made at the WESTCONNect Card office during its regular business hours of Monday through Friday 8:00 am-4:00 pm (excluding University Holidays). All refunds will be distributed via check and mailed to the cardholder in approximately 2-4 weeks.

The university will charge a \$15 administrative fee to close an account.

In the event there is a balance of less than \$5.00, after the \$15 processing fee is taken, the balance will be taken by Western Connecticut State University as an administrative fee.

WCSU also reserves the right to take any remaining CONNect Cash balance and apply it to any unpaid balance that may be outstanding to the university.

Abandoned Accounts

After the add/drop period of the Fall and Spring semesters, all CONNect Cash accounts with inactive patrons (any faculty, staff or student that is not an active member of the community) will be reported to the Cashier's Office as abandoned accounts. Any account that is considered abandoned, is subject to an automatic refund.

Changes in Terms and Conditions

The university reserves the right to change the terms and conditions at any time. Changes will be posted to the WESTCONNect Card Office website at www.wcsu.edu/westconnect/, unless such disclosure would jeopardize the security of the system or account.