



University of Baltimore Bee Card Campus Cash Terms & Conditions

Please read and acknowledge this Agreement before using your **Campus Cash**. It contains the terms and conditions of the **Campus Cash** account linked to your **Bee Card**. By adding value, registering for online account access and/or using your **Campus Cash account**, you agree to be bound by the terms and conditions contained in this agreement, which will govern your use of the **Campus Cash account**. Please read this agreement. The term of this contract begins when these terms are acknowledged and ends when the participant graduates or withdraws from the **University of Baltimore** (students), terminates employment (faculty/staff/employees) or the participant's **Bee Card** expires (other individuals).

1 Definitions

- a. You and Your each mean the Cardholder.
- b. We, Us and Our each mean **University of Baltimore**.
- c. Cardholder means an individual in whose name and for whose benefit a **Bee Card** is to be issued or has been issued by **University of Baltimore**.
- d. Contributor means an individual other than the Cardholder who loads value to a **Campus Cash** account for a Cardholder.
- e. Authorized Guest User means an individual designated by the Cardholder to have online account management privileges at the Card Program Website.
- f. College means **University of Baltimore**
- g. Service Provider means a third party contracted by the **University of Baltimore** that provides certain support and marketing services for Your **Bee Card** and **Campus Cash** account.
- h. **Bee Card** means the Official the **University of Baltimore** ID Card issued by the **University of Baltimore** to Cardholder.
- i. **Campus Cash** account means an account with pre-paid value that can be accessed using Your **Bee Card**. A **Bee Card** may have one or more accounts.
- j. Card Program Website means the Website containing information about the **Bee Card** Program.
- k. Web Account Care Center means the area of the **Bee Card** Program Website where Cardholders may login and manage their individual **Bee Card** and **Campus Cash account**.
- l. Card Payment Service means a service whereby a Cardholder can access value associated with one or more **Campus Cash** accounts linked to his/her **Bee Card**.
- m. Registration means the electronic process used by Cardholder to set-up online **Campus Cash** account access at the **Bee Card** Program Website.
- n. Accepting Location means a point-of-sale location that is authorized to accept the **Campus Cash** account for the purchase of goods and services.
- o. Web User Account means the Cardholder account that enables a Cardholder to access and manage their **Campus Cash** account via the Campus Cash Care Center.
- d. You agree that you have read and understood this Agreement and that You will be bound by and will comply with all of its terms and conditions.

If you do not agree with all of these statements, you cannot activate and/or use the **Campus Cash** account feature of Your **Bee Card**.

4 Contact Information

If you have questions regarding your **Bee Card** or **Campus Cash** account you may call 877-777-3342, email beecard@ubalt.edu or write to Campus Cash Service Center, PO Box 1305, Doylestown, PA 18901-0117. You may also get support by visiting Our Website at www.ubalt.edu/beecard.

5 Card Accounts

Your **Bee Card** can be linked with and used to access value in Pre-Paid Accounts. There is no credit card, credit account or deposit account associated with the **Bee Card**. The **Campus Cash** account funds are stored in an aggregate bank account maintained by the College. Cardmember, Card and Account information are kept on computer systems maintained by Service Providers contracted by the College. You agree and give the College permission to share your personal information with such Service Providers in order that they can perform data processing required to provide these and other Card related services.

The **University of Baltimore** is not acting as a trustee, fiduciary or escrow with respect to value in **Campus Cash** accounts, but is acting only as an agent and custodian, no interest, dividends or other earnings or return will be paid on any value loaded in Accounts, value associated with Accounts is not insured by the Federal Deposit Insurance Corporation (FDIC).

6 Registration

You can register for online account access to your **Bee Card Campus Cash** account at the Campus Cash Care Center. In order to register your **Campus Cash** account you will need to validate personal information, provide information from your **Bee Card**, agree to these **Campus Cash** account Terms & Conditions, and create a Web User Account including a login and password.

You agree to provide true, accurate and complete registration information and to maintain and promptly update your information as applicable. You agree not to impersonate any other person or use a name that you are not authorized to use. If any information you provide is untrue, inaccurate, not current, or incomplete, without limiting other remedies, the **University of Baltimore** has the right to terminate your use of the Service and the **University of Baltimore**, its agents, suppliers, and subcontractors have the right to recover from you any costs or losses incurred as a direct or indirect result of the inaccurate or incomplete information.

2 Bee Card Description

Your **Bee Card** is a multiple function device that can be used for the following applications:

- a. Official **University of Baltimore** Identification
- b. Access device for one or more pre-paid **Campus Cash** accounts
- c. Door Access
- d. Parking
- e. Library Privileges
- f. Campus Recreation Privileges
- g. Shuttle Access
- h. Audio/Visual Equipment Usage
- i. Access to preapproved Bookstore Credit

3 Eligibility

- a. You are an authorized member of the **University of Baltimore**
- b. You have the following data on record with the **University of Baltimore**: First Name, Last Name, Date of Birth
- c. You are at least thirteen 13 years of age, if you are under 18 your parent or legal guardian is responsible for reviewing and acknowledging these terms and conditions on your behalf.

7 Password & Security

You may not reveal your account login information or password(s) to anyone else. You must safeguard and protect the confidentiality of your password to keep your **Bee Card Campus Cash** account secure. You will be responsible and liable for all instructions received at the **Bee Card** Program Website that are accompanied by your password, regardless of whether those instructions actually come from you. The **University of Baltimore** is not responsible for losses incurred by the Cardholders as the result of their misuse of passwords.



8 Unauthorized Use

If you use, or attempt to use your **Bee Card** or the Card Payment Service for purposes other than permitted uses (i.e. making payments, managing Your accounts), including but not limited to tampering, hacking, modifying or otherwise corrupting the security or functionality of the Service, your **Campus Cash** account will be terminated and you will be subject to damages and other penalties, including criminal prosecution where available.

9 Electronic Statements & Communications

To the fullest extent permitted by applicable law, this Agreement and any other agreements, notices or other communications regarding your **Campus Cash** account and/or your use of the Service ("Communications"), may be provided to you electronically and you agree to receive all Communications from **University of Baltimore** in electronic form. Electronic Communications may be posted on the pages within the **Bee Card** Program Website and/or delivered to your **University of Baltimore** e-mail address. You may print a copy of any Communications and retain it for your records. All Communications in either electronic or paper format will be considered to be in "writing," and to have been received no later than five (5) business days after posting or dissemination, whether or not you have received or retrieved the Communication. The **University of Baltimore** reserves the right but assumes no obligation to provide Communications in paper format. Your consent to receive Communications electronically is valid until you revoke your consent by notifying the **University of Baltimore** of your decision to do so by contacting us or by telephoning customer service. If you revoke your consent to receive Communications electronically, the **University of Baltimore** will terminate your right to use the **Campus Cash** account.

You agree to inspect your electronic statements and to notify us of any erroneous, improper or unauthorized transactions. If your electronic statement indicates transactions that you did not make, notify us immediately using the information of the Contact section of this agreement.

10 Correct Email and Mailing Address

You agree and warrant that you have access to the Internet and to a current functional **University of Baltimore** email address or you have the sole responsibility for forwarding emails from your **University of Baltimore** email address to a correct and operational email address. The **University of Baltimore** will not be liable for any undelivered email communications or any costs you incur for maintaining Internet access and an email account. You must promptly notify **University of Baltimore** of any change in your email.

If your mail or postal address changes, you must access the Web Account Care Center immediately and change your address.

11 Using the Campus Cash Account

You may use the **Bee Card** for the following purposes:

- a. Pay for goods and services at accepting locations on and off campus
- b. Obtain balances and review transaction activity online.
- c. Access telephone customer support.
- d. Add value to your **Bee Card Campus Cash** account using credit card or debit card.

11.1 Multiple Accounts

Your **Bee Card** may be associated with multiple Accounts. Each Account has its own policies and rules pertaining to acceptance, online account access and funds loading. We reserve the right to restrict the use of Accounts to certain qualifying locations. When authorizing a **Bee Card** purchase we will search for funds across all of your eligible accounts in a specific order consistent with our acceptance policies. You agree that we may use value from more than one account to complete a single purchase.

11.2 Campus Cash Account Spending &-Value Add Limits

Account Rule	Limit
Daily Spend Limit	\$750
Daily Self-Service Spend Limit	\$20
Minimum Value Add	\$20
Maximum Value Add	\$3,000
Minimum Transaction Amount	\$0.01
Maximum Transaction Amount	\$750
Accepting Locations	All

12 Adding Value to Campus Cash Account

You, Contributors and Authorized Guest Users may add value to your **Campus Cash** account at the Campus Cash Care Center website.

We reserve the right to accept or reject any request to add additional value to **Bee Card Campus Cash** Account, in our sole discretion. If any transfer of value to a **Campus Cash** account becomes subject to any stop payment order or chargeback after value has been credited to the **Campus Cash** account, we will be entitled to recover the full amount of the stopped or charged-back payment by deducting an equivalent amount from the **Campus Cash** account.

12.1 Value Availability

Credit Card, Debit Card, Payments will be made available to the Cardholder on the same business day as the payment.

12.2 Quick Re-Value

Contributors (i.e. parents, family, friends) can add value to your **Campus Cash** account via the **Bee Card** Program Website without logging into your account by entering unique personal information, then following prompts on the **Bee Card Guest Web Site**. You acknowledge and agree that Contributors may add value in this manner.

12.3 Saved Payment Methods

You and Authorized Guest Users may save payment methods on file for convenient future use. If the Payment Method is determined to be invalid for any reason we will notify you and ask that you update the payment method information. We reserve the right to remove invalid cards from your account at our discretion. You or Authorized Guest Users may edit saved payment methods at any time at the Campus Cash Care Center.

12.4 Automatic Recurring Payments

You and Authorized Guest Users may provide instructions to automatically add value to your **Campus Cash** account on a recurring basis using a payment method saved on file. You or Authorized Guest Users may edit or delete these instructions at any time at the Web Account Care Center.

13 Making Purchases with the Bee Card

You must have sufficient value available in your **Campus Cash** account to pay for each transaction. Each time you use Your **Campus Cash** account, the amount of the transaction will be debited from the Account. You may not spend more value than you have on **your** Account. Should your purchase amount exceed the remaining balance in your **Campus Cash** account, you are responsible for providing a secondary form of payment to complete the transaction.

14 Bee Card Receipts

You agree to sign a receipt for any transaction made with Your **Campus Cash** account where requested by the accepting location. You will receive a receipt for most transactions. You may not receive a receipt at certain self-service locations such as vending machines.

15 Overdrafts & Negative Accounts

If an Accepting Location attempts to process a transaction for more than the value available in your eligible **Campus Cash** account, the transaction will be declined. If, for any reason, a transaction is processed for more than the value in the **Campus Cash** account, you are liable for that entire amount and agree to pay any overdraft immediately on demand. We reserve the right to (i)



automatically debit such overdrafts from any available value present now or in the future on this **Bee Card Campus Cash** account or any other **Campus Cash** accounts or Payment Methods you have on file at the **University of Baltimore**, (ii) suspend your **Campus Cash** account until payment on negative account is made in whole and (iii) All financial obligations for tuition, room, board, fees and other costs and charges of a student to all departments or enterprises of the College must be satisfied in full before the student will be permitted to receive transcripts, to receive a diploma, or register for or enter classes in any succeeding term.

16 Loyalty and Discount Programs

From time to time, we may, at our sole discretion, offer loyalty and discount programs that allow you to accumulate and receive benefits, awards and discounts from accepting locations. You agree that your **Campus Cash** account use with individual locations may be tracked and recorded by us so that you may participate and benefit from these programs.

17 Lost or Stolen Bee Cards

Tell us **AT ONCE** if (i) Your **Bee Card** has been lost or stolen or (ii) You believe someone has made a purchase using your **Campus Cash** account without your permission. You may be responsible for the unauthorized use of the **Campus Cash** account if you fail to notify us that your **Bee Card** has been lost or stolen. You can suspend your **Campus Cash** account at the Web Account Care Center or by calling us at **877-777-3342** or by contacting The **Bee Card Office**. When your **Bee Card** has been reported lost or stolen, we will suspend the **Campus Cash** account to prevent unauthorized use. You may also request a replacement card.

There is a card replacement card fee of \$20.

17.1 Re-Activating Campus Cash Account

If you find your **Bee Card** after it has been reported lost, you may re-activate the **Campus Cash** account if (i) the re-activate request is received within two days of the card being suspended and (ii) a new card has not been issued. You can re-activate your **Campus Cash** account at the Campus Cash Care Center.

18 Disputes/Returns

You agree to work to resolve all disputes about purchases made using the **Campus Cash** account with the **merchant or location that accepted the Bee Card**. If you are entitled to a refund for any reason for goods or services obtained with the **Campus Cash** account, you agree to accept credits to the **Campus Cash** account in place of cash.

19 Error Resolution

If you think your statement or receipt is wrong or if you need more information about a transaction listed on your statement or receipt, please contact us as soon as you can using the information in the Contact section of this agreement.

We must hear from you no later than 60 days after we made available the First electronic statement on which the problem or error appeared. When calling or notifying us you must:

- a. Include the account holder name and account number
- b. Describe the transaction in question and explain as clearly as possible the discrepancy.
- c. Indicate the dollar amount of the transaction.

If an account holder makes an oral request, we may require that the account holder send the question in writing within 10 business days. We will tell you the results of our investigation within 10 business days after we hear from you and will correct any error promptly. If we need more time, we may take up to 45 days to investigate the discrepancy. If we decide to do this, we will re-credit the account holder's account within 10 business days for the amount of the discrepancy, so that the account holder will have use of the value during the time it takes us to complete our investigation. If the account holder is asked to put the discrepancy in writing and we do not receive it within 10 business days, we may not re-credit the account.

If we decide that there was no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents used in the investigation.

20 Account Refunds

Eligible refunds are processed upon request and will be completed within 4-6 weeks of a written request. Refund requests must be submitted by email or in writing to:

By Email: beecard@ubalt.edu
In Writing: Campus Card Service Center
PO Box 1305
Doylestown, PA 18901-0117

1. Refund To You:

- a. You may request a refund of your **Campus Cash** account balance when you graduate, withdraw or **leave the University of Baltimore**. Proof of withdrawal or dismissal is required.
- b. Refund requests from faculty and staff are accepted at any time but limited to a total of **4** refunds per year.
- c. Refunds are processed when:
 - i. A written or email refund request is submitted
- d. Refund Methods:
 - i. Checks: Refund checks will be mailed to your mailing address on file unless a specific address is provided with the refund request. We are not responsible for lost or misdirected mail, or for your failure to notify us of a change of address, or for your failure to arrange mail forwarding with the United States Postal Service;
 - ii. Credit Card: If a credit card was used to add value to **Bee Card** the refund can be posted to the same credit card if: 1. the add value was performed within the last 6 months and 2. refund amount is less than last add value transaction.

2. Bequest to another Cardholder:

(Giving to another Bee Card Cardholder)

- a. You may initiate a bequest when you graduate, withdraw or **leave the University of Baltimore**. Proof of withdrawal or dismissal is required.
- b. Bequests from faculty and staff are accepted at any time.
- c. Bequests are processed when:
 - i. A written refund request is submitted.

21 Inactivity

If you do not use or re-load a **Campus Cash** account for six (6) **consecutive calendar months** the Account will be considered inactive and you may be charged a monthly Inactivity Fee. If a **Campus Cash** account is inactive **for 12 months** and has a positive balance, that balance will be applied to your UB student account to pay down any outstanding amounts due. If a positive balance remains after the transfer to your UB student account that amount will be refunded to you using the information you provided to the university and the account will be closed. If a **Campus Cash** account is inactive **for 12 months** and has zero value it will be closed.

22 Unclaimed Property

If you do not access your **Campus Cash** account for a period of one (1) year, it will be terminated. After the date of termination, we will apply any remaining funds to your UB student account, then use the information you provided to try to send you any funds that we are holding in custody for you. If that information is not correct, and we are unable to complete the payment to you, your funds will be subject to applicable state laws regarding escheat of unclaimed property. You may also be charged an Account Closing Fee.

