



## Office of Campus Card Operations - Bee Card Terms and Conditions

**Bee Card Use:** The Bee Card is your University of Baltimore multi-purpose ID card. Your Bee Card must be presented to enter campus facilities and events, to obtain services, or to make purchases with your Bee Card account(s). The card and your related account(s) are non-transferable except, as provided below. You are responsible for any use of your card. The initial card is provided at no charge.

**Misuse:** Cards presented by anyone other than the proper cardholder will be confiscated and returned to the Office of Campus Card Operations. The incident may be referred to the Dean of Students for disciplinary action. The card remains the property of University of Baltimore.

**Lost/Stolen or Replacement Cards:** A lost/stolen card may be reported, 24 hours a day, 7 days a week by accessing your on-line account at [www.ubalt.edu/beecard](http://www.ubalt.edu/beecard) and following the link to Lost/Replacement Cards. During normal business hours reports may be made by phone at 410.837.4233 or by visiting the Office of Campus Card Operations located on the first floor of the Academic Center, room 105. After business hours, you may access your on-line account as noted above.

The Cardholder is responsible for all use of their card usage prior to proper notification of a lost/stolen card. Individual liability will not exceed \$50.00 in unauthorized charges if a lost/stolen card is reported within 48 hours. Liability will not exceed \$500.00 in unauthorized charges for reports made within 60 days. If notification of loss exceeds 60 days, your card liability for unauthorized charges shall be limited only to funds available in your account(s).

A damaged or defaced card is not valid and must be replaced. Replacement cards will be created in accordance with current card replacement policies and, in most cases, the customer will be charged a \$20 replacement fee.

**Bee Card Accounts:** By establishing a Bee Card account(s) you agree to all terms and conditions set forth in this, and other related University of Baltimore agreements. The University of Baltimore agrees to establish, accept, and maintain account(s) for your benefit and exclusively for the purposes described herein. Prepaid funds shall be applied against amounts debited to your card account(s) for goods and services purchased by you at all points of sale accepting the Bee Card as a form of payments. There is no daily limit on the number of purchases that may be made and charged to an account.

The Bee Card is not a credit card. Under no circumstances may debits (i.e. charges) to an account reduce the account balance below zero. Under no circumstance may the Bee Card be used to obtain cash or cash advances. Any credits due to refunds/returns shall be deposited into the account they were initially drawn from. Cardholder activity is available 7 days a week, 24 hours a day on-line at [www.ubalt.edu/beecard](http://www.ubalt.edu/beecard) by following the link to Campus Cash. Statements are available 7 days a week, 24 hours a day on-line at [www.ubalt.edu/beecard](http://www.ubalt.edu/beecard) by following the link to Campus Cash or upon request at the Office of Campus Card Operations.



**Error Resolution:** Contact the Office of Campus Card Operations within 60 days after an error has occurred. A written confirmation of the error must be filed with the Card Office within 10 days of your initial report. All reported errors shall be investigated and any results made available within 15 business days following receipt of notification. You will receive written notification if additional investigation time is required. Under no circumstances will an investigation exceed 45 days. A written explanation of the results of any investigation will be available within 5 days after the close of the investigation. Copies of the documents used during the investigation will be provided upon written request.

**Closing Accounts:** Refunds on card account(s) may be requested upon separation from the University. Students who graduate, withdraw or are dismissed from the University with value remaining in prepaid account(s) will have that value transferred to their University of Baltimore Student Account and applied to any outstanding balance due or refunded. **Faculty/Staff** who separate from the University with value remaining on their account(s), may request a refund check from the Office of Campus Card Operations.

**Inactive Accounts:** Any debit account left inactive for 6 or more months following the date of separation from the University may be assessed an annual inactivity fee. Any account left inactive for a period of 12 or more months with a zero balance will be closed.

**Effective Date of Agreement:** These terms and conditions are effective immediately and remain in effect until written notification of change(s) is received.