

CatCard Usage Policy

Adopted by President's Cabinet 11/22/2016

CatCard

The CatCard is the official identification card of East Georgia State College.

The card is used for campus identification, card access for services including, but not limited to, Dining, Housing, and Vending.

The card is non-transferable.

Replacement cards are the sole responsibility of the card holder.

Card data, including student ID number and photo, may be used for EGSC purposes.

Card is only valid while card holder is a registered student, active EGSC employee, or Fitness Center patron, or until the card expires or is revoked.

Altering or intentionally damaging the CatCard, using another person's CatCard, or allowing another to use their CatCard may result in disciplinary action and/or confiscation.

It is the cardholder's responsibility to notify the Business Office immediately if the card is lost or stolen.

BobCat Bucks

Bobcat Bucks is a declining balance or pre-paid funds program that can be accessed through the CatCard for card holder's convenience. The account is established at the same time the CatCard is created with a zero (\$0) balance and cannot be used unless funded solely at the discretion of the card holder. Bobcat Bucks is only accepted on-campus.

There is no daily limit on the number of purchases that may be made and debited; however, no debits or charges shall exceed the amount of deposited funds.

No interest shall be paid on any balance in the account(s).

The account is activated automatically upon receipt by the College of an initial deposit and the cardholder is responsible for monitoring the account balance and for all purchases and deposits made.

Account information may be obtained anytime through the myEGSC web portal, Bobcat Bucks link. Deposits may be made at the reverse ATM located in the JAM Student Activities Center on the Swainsboro campus using cash or through the web portal link. All deposits will be immediately available for use.

Balances, refunds, returns and account closures

Merchandise may be accepted for return in accordance with the refund policy in effect at the place of purchase of the product(s) or service(s). Any refunds shall be credited to the cardholder's account; no cash refunds will be made for any purchase made with the CatCard.

Requests for refunds from Bobcat Bucks are granted at graduation, withdrawal, transfer-out, and termination of employment by written request and must be requested within 180 days of such event. (Exception: Bobcat Buck balances of \$10.00 or less are not subject to refund). Balances

remaining after 180 days forfeited and become the property of the College. Refund Request form may be found at <http://www.ega.edu/docs/business-affairs/bobcat-bucks-deposit-refund-form.pdf>

A processing fee of \$10.00 per account will be deducted from the remaining balance.

Card balance refunds will be processed within thirty (30) days of the receipt of request.

Card balances that have been inactive for a period 180 days become the property of the College.

The College will not be liable if through no fault of the Business Office there are insufficient funds to complete a transfer, there is documented system failure or there are circumstances beyond the Business Offices' control (such as fire, flood, earthquake, civil disturbance, etc), which prevent the transfer.

If the cardholder attempts to use the account when there are not enough funds in the Bobcat Bucks account, the transaction will not be approved. However, should the rare occasion arise when, due to a systems problem or otherwise, a purchase occurs with not enough funds in the account (creating a "shortage" or "negative amount"), the "owed" funds will automatically be deducted from the next deposit. Alternatively, the Business Office will bill for a negative balance that is on the system for more than five (5) days and reserves the right to assess a \$15.00 processing fee. The Business Office is entitled to freeze any funds remaining in a Bobcat Bucks account in the event a credit card charge submitted for payment is returned unpaid. Repeated cases of shortages or negative amounts will be grounds for cancellation of participation. If the cardholder is a student, he or she will be placed on hold until all charges are cleared. If the cardholder is an employee, he or she will have 2 weeks to pay. If the negative amount is not paid within two weeks, the amount will be deducted from the employee's paycheck.

Lost, Stolen or Damaged cards

Should be immediately reported to the Business office, or to the EGSC Police Department.

Cardholder is liable for any unauthorized use of the card, and all accounts on it, until the Business Office is notified. Once notified, the Business Office will freeze the account to prevent unauthorized usage.

A police report does NOT waive the fee for card replacement. Cards that become non-functioning due to normal use will be replaced at no cost upon presentation of the card to the Business Office.

Error Resolution

If there is an error on an activity statement, or if the cardholder would like more information about a specific transaction, the Business Office may be contacted by phone at 478-289-2365 or by mail within sixty (60) days of noticing the error. In the event of verbal notification, the Business Office may require the cardholder submit a written notification with ten (10) business days. If the activity statement does show transactions that were not made by the cardholder, the Business Office should be notified immediately.

Disclosure of Account Information to Third Parties

The Business office will only disclose information to third parties about the account or the transfers made when it is necessary for completing transfers, in order to comply with a government subpoena or court order, or if cardholder gives written permission. The College will comply with all applicable laws and College policy regarding the use of information of stored images.

Changes in Terms and Conditions

The College shall mail, email to cardholder's College email account, or deliver a written notice at least twenty-one (21) days before the effective date of any change in terms or conditions if the change would result in increased fees, charges, or increased liability for the cardholder. Prior notice need not be given where an immediate change in terms or conditions is necessary to maintain or restore the security of an electronic fund transfer.

By using the card, I agree to the policies and procedures relating to the CatCard Program. I authorize East Georgia State College to apply any financial aid that I receive toward charges accessed to my student account. I have read the above and agree that I will be held liable in accordance with the terms and conditions of this document.