

University of Connecticut ID Card Policy and Cardholder Responsibilities

The purpose of this policy is to define the rights and requirements of eligible cardholders of the Husky One Card. This Policy applies to any individual who requests and/or receives an official University of Connecticut identification card.

Official Identification

The Husky One Card is the official identification card used at the University of Connecticut campuses. The issuance of the active Husky One Card is based upon the individual's primary affiliation with the University. The name or names appearing on the Husky One Card will be the cardholder's official name or names of record with the University. At any given time, an individual can only have one active Husky One Card. Students shall show their identification card when requested to do so by University of Connecticut officials performing their duties and who identify themselves and state the reason for their request.

The Husky One Card remains the property of the University of Connecticut at all times and the University governs all uses of the card. The card is not transferable; only the person pictured on the front of the UConn ID Card is allowed to use the card. Unauthorized use, sharing, alteration or duplication for any purpose will result in immediate confiscation of the card and may result in disciplinary or legal action. Husky One Cards become invalid upon termination of affiliation with the University and must be surrendered upon request.

Cardholder Responsibilities

Upon use of the Husky One Card, the cardholder agrees to the terms and conditions herein. The cardholder is responsible for use of the card in accordance with the instructions at all locations where the card is accepted. The cardholder is responsible for maintaining a valid Husky One Card that is in proper working condition. The Husky Bucks account is accessed through the Husky One Card. The card must be presented at the time of purchase/delivery and shall be the only means of accessing the participant's account. The cardholder may be required to sign a receipt for goods received. If the point of sale terminal is equipped to provide a receipt, the cardholder will either receive a receipt as a matter of course or upon request. It is the cardholder's responsibility to ensure that the receipt is correct. Under no circumstances may alcoholic beverages be purchased with the Husky One Card.

The Husky One Card acts as a stored value account. Cash withdrawals or cash advances are not permitted. Account balances do not accrue interest or other earnings. For continuing cardholders, Husky Bucks remaining at the end of a semester will automatically be rolled over to the next semester. If the cardholder's balance goes below zero, the cardholder is still responsible for paying for all purchases made. If a deposit is made and the deposit is subsequently returned for any reason, the account will be reduced by the amount of the deposit. The University will use any means available to collect amounts due, including, but not limited to, placing the amount of the balance due on the student's fee bill. In addition, any abuse, as determined by the One Card Office, may result in the deactivation of the account.

Cardholders who have a University NetID may obtain information regarding their Husky Bucks account usage, including the amount of funds remaining on the account, recent transactions, or where the account was used, and any new amounts added to the account by accessing the One Card Office website www.onecard.uconn.edu or by visiting the One Card Office. Cardholders may request a printout of their account history.

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 refund(s) shall be credited to the cardholder's Husky Bucks account; no cash refund(s) will be made for any purchase made with the card. Refunds of money deposited on the Husky One Card via a credit card will be issued back to the credit card used.

The University of Connecticut and the One Card Office are not responsible for the refusal to accept or honor the Husky One Card by any of the participating establishments under, but not limited to, the following circumstances:

- 1) There are insufficient funds in the account at the time the purchase is requested;
- 2) The equipment being used by the merchant or office initiating the transaction is not functioning correctly at the time the transaction is attempted;
- 3) The account has been temporarily or permanently suspended due to violation(s) of this agreement;

- 4) The card has been reported lost or stolen.

Photographs

As this is an identification card, a full facial photograph is required. The photograph of the applicant's facial features must not be obscured by hair, by any article of clothing, by headwear, or by eyewear. Initial Husky One Cards will be issued only after the applicant has proven his/her identity by presenting a government issued photo ID card, such as a passport, military identification, a license, or a valid state identification card.

Disclosure to Third Parties

The University will not release the cardholder's photograph outside the University, unless permitted or required by law, or with the cardholder's permission. The One Card Office reserves the right to disclose the cardholder's photograph and/or a copy of the information maintained on their account to University officials who have a legitimate educational need and/or concern of the well-being of the cardholder. A third party connects to the One Card system to provide the on-line account management feature. The third party is prohibited from using this data in any manner, except to provide the on-line account management program to the University.

Proper Card Care and Card Replacement

It is the card holder's responsibility to take good care of the Husky One Card. Storing the card in a protective card case will lessen the risk of damage to the magnetic strip on the back of the card. A \$20 replacement charge will be assessed for a non-functioning Husky One Card that is determined to be caused by improper care and handling. The charge will automatically be assessed to a card holder presenting a non-functioning card that has been tampered with (including but not limited to hole-punched, gouged, and broken with a vertical or ragged break) regardless of the overall condition of the card. If a Husky One Card is non-functioning as a result of normal use caused by swiping the card through authorized equipment, the One Card Office will replace it at no charge. The non-functioning card must be surrendered at the time of replacement.

Upon issuance of a replacement card, remaining balances will be transferred to the new Husky One Card.

Lost or Stolen Cards

The University is not liable for lost or stolen cards. The cardholder is responsible for unauthorized transactions resulting from the loss or theft of his/her card.

Lost or stolen cards should be immediately deactivated at www.onecard.uconn.edu. There is a \$20 replacement fee assessed for a lost or stolen card. If the card is found or recovered, and provided that a replacement card has not already been issued, the cardholder can reactivate the card on-line. The One Card Office will not reactivate a card over the phone.

The University of Connecticut reserves the right to establish daily spending limits at unattended locations to minimize misuse of funds on stolen cards.

Closing an Account

Within ninety (90) days of graduation from the University, any remaining balance over a \$1.00 in a student's Husky Bucks account will automatically be credited to the student's fee bill account and applied against any outstanding debt. If, after all debt is satisfied, a credit balance remains, then a refund will be issued. For students who have enrolled in the Direct Deposit service in the Student Administration System, the refund will be deposited into the checking account on record. For all others, a refund check will be mailed to the student's mailing/billing address listed in the Student Administration System.

For students who permanently separate from the University for reasons other than graduation, within ninety (90) days of the end of the semester in which the separation occurred, any remaining balance over \$1.00 in a student's Husky Bucks account will automatically be credited to the student's fee bill account and applied against any outstanding debt. If, after all debt is satisfied, a credit balance remains, then a refund will be issued. For students who have enrolled in the Direct Deposit service in the Student Administration System, the refund will be deposited into the checking account on record. For all others, a refund check will be mailed to the student's mailing/billing address listed in the Student Administration System.

For employees and affiliates who terminate their employment or affiliation, refunds will be processed upon submission of a "Husky Bucks Refund Form" found at www.onecard.uconn.edu.

Dispute Procedures

Error resolution: Errors on receipts from local on and off-campus merchants should be first addressed with that merchant. If the dispute cannot be resolved with the merchant, the cardholder should contact the One Card Office at (860) 486-3129 or by e-mail at onecard@uconn.edu. Contact must be made within sixty (60) days of the transaction(s) in question. Failure to request error resolution in a timely manner could result in the loss of a refund. When making a request for an adjustment to the account, the cardholder must furnish the following information:

- 1) The cardholder's name and PeopleSoft number;
- 2) A description of the transaction in question and explanation of the discrepancy;
- 3) The dollar amount of the transaction in question; and
- 4) Approximately, when and where the error took place.

The University may change any or part of these terms and conditions and will notify University cardholders by e-mail and/or other University communication avenues at least thirty (30) days before the change is to become effective, and by posting the new Policy and Cardholder responsibilities on the One Card website. The use of the Husky One Card on or after the effective date of change means that the cardholder accepts and agrees to the change. Prior notice need not be given where immediate change in the terms and conditions is necessary to maintain or resolve the security of the account. Changes can be found at www.onecard.uconn.edu.

This document may be viewed at the One Card Website www.onecard.uconn.edu.

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