

# **RAM DOLLARS**

## **Terms and Conditions**

The use of your student/staff ID card ("the card") to make purchases is protected by the federal Electronic Fund Transfer Act and Federal Reserve Board Regulation E. This disclosure statement discusses the rights and responsibilities of the holder of the card ("Cardholder") and Delaware Valley University ("the University").

The following terms and conditions apply to the use of the Ram Dollars Account feature associated with the card. The agreement to comply with these terms and conditions constitutes a contract between the Cardholder and the University. By using the Ram Dollars Account feature of the card, the Cardholder agrees to comply with all of the terms and conditions.

The University reserves the right to cancel this agreement if the Cardholder violates any rules, regulations, policies, and/or procedures or breaches any terms or conditions regulating the use of the Ram Dollars Account.

### **Opening a Ram Dollars Account**

A minimum deposit of \$25 must be paid at the Office of the Bursar in person by cash, check, money order, debit or credit card, or financial aid credit balance; by mail with a check or money order payable to Delaware Valley University that references the student ID number and "Ram Dollars;" or online with a credit card. Deposits will be credited to the Ram Dollars Account.

At the time of deposit, An *Application to Open/Add to Ram Dollars Account* that is completed and signed or e-signed by the Cardholder must be submitted to the Office of the Bursar. No deposit will be accepted without the signed or e-signed *Application to Open/Add to Ram Dollars Account*.

### **Additional Deposits**

Additional deposits to the Ram Dollars Account may be made using the methods stated in the *Opening a Ram Dollars Account* section of this disclosure statement. There is no limit to the frequency of additional deposits.

In addition, deposits for an existing account may be made over the phone with a debit or credit card by calling the Office of the Bursar at 215.489.2376. Phone deposits will not be accepted unless the Cardholder has previously signed an *Application to Open/Add to Ram Dollars Account*.

### **Electronic Funds Transfers**

The student/staff ID card will be the access device for the Ram Dollars Account. A valid and current card must be presented at the time of purchase at an eligible merchant. Purchases made with a card are electronic funds transfers ("transfers").

Ram Dollars may be used at the following merchants:

- Bookstore
- Pub
- Levin Dining Hall
- LSBean Coffee Bar
- Market at DelVal

The amount of each transfer made with the card will be debited to the Ram Dollars Account.

### **Restrictions**

The Ram Dollars Account is non-interest bearing.

The card and Ram Dollars Account are non-transferable. No other person may use the Cardholder's card or any of its features, including the Ram Dollars Account. The Cardholder may be required to produce additional identification and/or sign a receipt for a purchase. The card will be confiscated if presented by someone other than the Cardholder.

Deposits to a Ram Dollars Account will not be refunded while the Cardholder is an active student or staff member. They will remain on the account until the Cardholder separates from the University.

The card may **not** be used to do the following:

- Withdraw funds at an eligible merchant.
- Withdraw cash from an ATM.
- Make purchases at off-campus facilities.
- Purchase alcoholic beverages (if sold at Market).
- Make pre-authorized funds transfers.

If the Cardholder makes a deposit to the Ram Dollars Account with a financial aid credit balance, it is the Cardholder's responsibility to use funds from the deposit solely for educational purposes in compliance with federal financial aid regulations.

The University is not responsible for the quality of merchandise or services provided by any merchant.

The ID card is not a credit card. Transfers in excess of the available funds will not be approved.

### **Fees**

- A one-time administrative fee of up to \$10 will be charged against any unused Ram Dollars funds when the Cardholder, excluding faculty and staff, separates from the University.
- A \$20 replacement fee will be charged by the Office of Public Safety and Security to replace a lost or stolen card.

- A \$50 fee will be charged to the Cardholder's student tuition account if a deposit made online or by check is returned by the bank. The University does not charge a fee for deposits to or transfers from the Ram Dollars Account.

### **Merchandise Returns**

If the Cardholder returns merchandise that was purchased with Ram Dollars, the Ram Dollars Account will be credited for the amount of the return in accordance with the merchant's return policy. Cash refunds will not be issued for returned merchandise.

### **Documentation of Transfers**

At any time, you may request a statement of Ram Dollars Account activity from the Office of the Bursar. Monthly statements are available online through eAccounts.

### **Error Resolution Procedures**

If the Cardholder has any issue or question about a Ram Dollars Account transfer, the Cardholder must provide the following information to the Office of the Bursar at [bursar@delva.edu](mailto:bursar@delva.edu) in writing no later than 10 days after receiving an account statement or receipt from a purchase:

- Cardholder name and ID number.
- Date and dollar amount of transfer(s).
- Explanation of problem.

Within ten (10) business days of hearing from the Cardholder, the University will attempt to determine whether an error occurred. If additional time is needed, the University may take up to forty-five (45) days to investigate the issue. The University will report to the Cardholder the results of its investigation within three (3) business days and will promptly correct any errors.

The Cardholder must provide the University with notice of an unauthorized use or transfers of a RAM Dollars Account within sixty (60) days of receipt of the account statement.

The University's business days are Monday through Friday. Official University holidays listed in the Academic Calendar, Saturdays, and Sundays are not University business days.

### **Lost or Stolen ID Cards**

If the Cardholder's card is lost or stolen, notify the Office of Public Safety and Security immediately at 215.489.2315. If the Cardholder provides the University notice of the loss with two (2) business days after learning of the loss or theft, the Cardholder will be responsible for a maximum of \$50.00 or the amount of the unauthorized transfers that occurred prior to the notice. The Cardholder's responsibility will increase if timely notice is not given.

### **Deposits Returned by the Bank**

In the event that a Ram Dollars deposit is made by check and is returned by the bank for any reason, a \$50 returned payment fee will be assessed to the Cardholder's student tuition account and the deposit will be removed from the Ram Dollars Account. If any portion of the returned deposit was used by the Cardholder, that amount will be charged to the Cardholder's student tuition account in addition to the returned payment fee.

### **Account Closure and Refunds**

The Ram Dollars Account will be automatically closed when the Cardholder separates from the University via graduation, withdrawal or resignation. The University reserves the right to close an account that has been inactive for a period of 120 days.

For students, refunds on closed accounts will be credited to the Cardholder's student tuition account. If there is an unpaid balance on the student tuition account, the unused Ram Dollars will be applied first to the unsatisfied balance. An administrative fee of up to \$10 will be subtracted from any remaining Ram Dollars balance. If a refund is due after the fee, a check will be mailed to the last known address.

For non-students, refund checks will be mailed to the last known address.

If the Cardholder attempts to use the account without enough funds, the transaction will not be approved. However, in the rare event that a system problem allows a purchase to occur without enough funds and creates a shortage or negative amount, the owed funds will be charged to the student's tuition account.

### **Guest Deposit Users**

Other individuals ("Guest Users") have the ability to make online deposits to your RAM Dollars account using your name and student ID number. Guest Users are subject to all applicable Terms and Conditions contained herein and are assumed to consent to the terms with the use of the online system. If a Cardholder has any questions regarding the Guest User program, contact the Office of the Bursar. The University will consider all deposits made by Guest Users to be authorized by the Cardholder.

### **Privacy Policy**

The University may disclose details of your Ram Dollars Account in the following circumstances:

- When needed to complete a funds transfer.
- To comply with government-issued subpoenas or court orders.
- When the Cardholder has included a third party on a signed FERPA release form.

### **Changes to Terms and Conditions**

The University reserves the right to change any term or condition regulating the card and Ram Dollars Account. Future changes in the terms and conditions will apply to all cards in circulation and use at that time, and will supersede the terms and conditions in effect at the time the card was acquired. If the change will result in new or increased fees, an increase in liability of the Cardholder, or new limitations on the frequency or dollar amount of transfers, the University will send a written notice within 21 days before the effective date of the change. Prior notice need not be given where an immediate change in a term and/or condition is necessary to maintain or restore the security of the system or account.