

University of Connecticut ID Card Policy and Card Holder Responsibilities

The purpose of this policy is to define the rights and requirements of eligible card holders 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 will be based upon the individual's primary affiliation with the University and the name appearing on the Husky One Card will be the card holder's official name 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 will be 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.

Card Holder Responsibilities

All individuals requesting a Husky One Card must agree to the terms and conditions below. The card holder is responsible for use of the card in accordance with the instructions at all locations where the card is accepted. The card holder is responsible for maintaining a valid Husky One Card that is in proper working condition. The Husky One Card is the access device for the Husky Bucks account. The card must be presented at the time of purchase/delivery and shall be the only means of accessing the participant's account. The card holder may be required to sign a receipt for goods received. If the point of sale terminal is equipped to provide a receipt the card holder will either receive a receipt as a matter of course or upon request. It is the card holder'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, not as a credit card. No negative balances, cash withdrawals or cash advances are permitted. Account balances do not accrue interest or other earnings. For continuing card holders, Husky Bucks remaining at the end of a semester will automatically be rolled over to the next semester. If the card holder's balance goes below zero the card holder is still responsible for paying for all purchases made. The University reserves the right to suspend an account and/or the Husky One Card privileges if the account remains delinquent. If a check is presented for deposit and the check is subsequently returned for any reason, the account will be reduced by the amount of the check and the card holder will also be charged any fees incurred by the University as a result of the returned check. The University will use any means available to collect amounts due, including, but not limited to, deactivating the card and/or placing a hold on the card holder's account. The card will be reactivated upon full restitution.

Card holders 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 "manage your account" page on the One Card Office website www.onecard.uconn.edu or by visiting the One Card Office. Card holders 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 card holder's 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.

At Dining Services' locations contracted meal plans and point plans are automatically assessed first. If sufficient funds are not available in a contracted meal or point plan to satisfy a transaction, the system will automatically cascade to the Husky Bucks account. Following automatic cascading if an account still does not have sufficient funds to complete the transaction, the remaining balance will need to be paid with cash. Dining Services' meal and point accounts follow policies found at the Dining Services website www.dining.uconn.edu.

Photographs

Cards will only be issued to students and staff who validated their identity at the time of application. Applicants presenting at the One Card Office for the first time must produce a passport, military identification, a license or a valid state identification card.

As this is an identification card, full facial photographs are required. Applicants are not permitted to wear any article of clothing or eyewear that obscures his/her physical features. Women wearing religious garments, including but not limited to headscarves and burkas, will be asked to remove their garments in an appropriate private environment in the presence of a woman who can verify their identity and take the necessary photograph.

Disclosure to Third Parties

The University will not release the card holder's photograph outside the institution, unless permitted or required by law, or with the card holder's permission. The One Card office reserves the right to disclose your photograph and/or a copy of the information maintained on your One Card to University officials who have a legitimate educational need. The on-line account management feature is provided by a third party, JSA Technologies Incorporated. As provided in the Card Holder Agreement, information maintained on the One Card is shared with JSA to provide the on-line account management feature. JSA 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 non-functioning ID cards that are 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 an ID 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 card holder is responsible for unauthorized transactions resulting from the loss or theft of his/her card.

Lost or stolen cards should be immediately deactivated. This can be done either on-line at www.onecard.uconn.edu or by calling the One Card Office during business hours at (860) 486-3129. There is a \$20 replacement fee assessed for lost or stolen cards. If the card is found or recovered, the card holder can reactivate the card on-line or in person. Cards will not be reactivated 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

Husky One Cards become invalid upon termination of affiliation with the University and must be surrendered upon request. All accounts will be closed automatically and funds held for one year from date of separation. Upon withdrawal, graduation or termination of employment from the University, refunds must be requested. Proof of separation from the University may be required. All debts on the participant's Student Account must be satisfied prior to a check being processed for a refund. Refunds will not be issued for accounts less than \$1.00. All refund checks will be mailed to the permanent address in the Student Administration System unless the request is made in person and may take 4-6 weeks to process. If no refund is requested within one year, funds will be forfeited to the One Card Office for its on-going operation.

Dispute Procedures

Error resolution: If the card holder suspects an error on a receipt or transaction, 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. Errors on receipts from local on and off-campus merchants should be first addressed with that merchant. When making a request for an adjustment to the account, the card holder must furnish the following information:

1. The card holder'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 card holders by e-mail at least 30 days before change is to become effective and by posting the new policy and card holder responsibilities on the One Card website. The use of the Husky One Card on or after the effective date of change means that the participant 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 www.onecard.uconn.edu.

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

