



Cal State L.A. One Card Application

Terms and Conditions

Last Name: _____ First Name: _____ MI _____

Campus ID Number: _____

1. Cal State L.A. One Card Use: Use of the Cal State L.A. One Card (herein "One Card") signifies acceptance of the terms and conditions set forth. The One Card must be presented to enter campus facilities and events, to obtain services, or to make purchases using your One Card stored value account (herein "Eagle Dollars"). The One Card Eagle Dollars account is non-transferable. **Misuse:** One Cards presented by anyone other than the proper holder of the One Card will be confiscated and returned to the Golden Eagle Service Center. The card remains the property of California State University, Los Angeles.

2. Lost/Stolen Cards: A lost/stolen card should be reported to the Golden Eagle Service Center during regular office hours or by phone at (323) 343-6800. The replacement fee for a lost/stolen card is \$5.00. The \$5.00 card fee is non-refundable.

Financial Responsibility: The card holder is responsible for all use of their One Card 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 purchases for reports made within 60 days. If notification of loss exceeds 60 days, your One Card liability for unauthorized purchases shall be limited only to funds available in your account.

Damaged Cards: A damaged or defaced One Card is not valid and must be replaced. Replacement cards will be made in accordance with current policies regarding card replacement and, in most cases, the card holder will be charged a replacement fee. The replacement fee for a damaged card is \$5.00. The \$5.00 fee is non-refundable.

3. One Card Eagle Dollars Account: Your One Card automatically comes with a stored value account (herein "Eagle Dollars Account"). Funds can be deposited to this account via a Value Transfer Station. Funds shall be deducted from your account for purchases made using your Eagle Dollars account. Provided funds are available, there is no daily limit on the number of purchases that may be made using the Eagle Dollars Account. If an Eagle Dollars account goes to a negative balance, the account will automatically be deactivated until payment is made. The Eagle Dollars account is not a credit account. Under no circumstance may the One Card be used to obtain cash or cash advances.

4. Error Resolution: Contact the Golden Eagle Service Center no later than 60 days after an error has occurred. An Error Resolution form must be filed with the Golden Eagle Service Center. Investigation of the error(s) requires no more than 14 business 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. Any credits due to refunds/returns shall be deposited back to the Eagle Dollars account. Statements are available upon request at the Golden Eagle Service Center during normal business hours.

5. Closing Account: Funds in your Eagle Dollars account may be withdrawn upon separation from the University by completing a refund request form at the Golden Eagle Service Center. Evidence of separation or graduation needs to be submitted along with your form. Students, who graduate, withdraw, take an approved leave of absence, or are dismissed from the University with funds remaining in their account will have those funds withdrawn and a check will be mailed. Faculty/Staff who separate from the University with funds remaining in their account will have the funds withdrawn and a check will be mailed. There are absolutely no cash refunds. There is a \$5.00 processing fee which will be deducted from the balance in the Eagle Dollars account.

The terms and conditions of this agreement are effective immediately. Cal State University, Los Angeles may modify these terms and conditions at its sole discretion.

I have read and understand the above terms and conditions.

Applicant Signature

Date

For office use only:

Classification: _____ New Replacement

Design: Eagle Luckman New

Verified By: _____

Date: _____