



CAL STATE L.A. ONE CARD APPLICATION

Terms and Conditions (Please Print Clearly)

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 One Card Office. The card remains the property of California State University, Los Angeles.

2. Lost/Stolen Cards: A lost/stolen card should be reported immediately to the Golden Eagle One Card Office located in the Golden Eagle Building Room 220.1, during regular business office hours, M-TH 8am – 6pm, F, 8am – 5pm or by phone at (323) 343-6800. We will not reactivate a Card reported lost or stolen if it is recovered. The replacement fee for a lost/stolen card is \$5.00. The \$5.00 card fee is non-refundable.

Financial Responsibility: Please inform us immediately if your One Card has been lost or stolen or you believe someone has made a purchase on your Eagle Dollar account without permission. Individual liability will not exceed \$50 in unauthorized charges if a lost/stolen card is reported within 48 hours. Liability will not exceed \$500 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. When you report your card as lost or stolen, all privileges related to the lost or stolen card will be suspended.

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. Negative Accounts: If an accepting location attempts to process a transaction for more than the value available in your Eagle dollars account, the transaction will be declined. If for any reason, a transaction is processed for more than the value in the Eagle Dollars account, you will be liable for that entire amount and agree to pay the amount immediately on demand. We reserve the right to place a hold on your GET student account, suspend your Eagle Dollars account and withhold most campus services.

5. Error Resolution: Contact the Golden Eagle One Card Office no later than 30 days after an error has occurred. An Error Resolution form must be filed with the Golden Eagle One Card Office. Investigation of the error(s) requires no more than 10 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 One Card Office during normal business hours.

6. Account Closure: Funds in your Eagle Dollars account may be withdrawn upon separation from the University by completing a refund request form at the Golden Eagle One Card Office. 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 University reserves the right to close any account that is inactive for more than twelve months. Any remaining balances in accounts will automatically closed will be forfeited to the University.

7. Disclosure of Account Information to Third Parties: We will disclose information to third parties about your Eagle Dollars Card account or the transaction you make: a. where it is necessary for completing transactions. b. In order to comply with government's agency or court orders c. If you give us your written permission d. To carefully selected service providers who perform data processing, records management, collections, and other services for us, in order that they may perform those services e. In order to prevent or investigate e possible illegal activity. f. In order to issue payment authorizations for transaction on the Eagle Dollars Card Account. g. Where otherwise provided by law.

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: _____ First Replacement Purple

Cal State LA Badge (1) Black Eagle Head (2) White Eagle Head (3) Golden Eagle White (4) Golden Eagle Black (5)

Design: White Card Verified: _____ Date: _____