

ECU 1 CARD AGREEMENT

Reading and understanding terms and conditions of ECU 1 Card is required before card will be issued.

The ECU 1 Card is the official identification card of East Carolina University and may be required for admission to university functions and certain contracted services. Use of this card constitutes acceptance of all terms and conditions of the ECU 1 Card Agreement, including amendments to it. Violations of the following terms and conditions may result in confiscation of the card.

TERMS AND CONDITIONS

1. Property of ECU

The ECU 1 Card is property of East Carolina University. This card is intended for campus use and select off campus-merchants. This card should be carried on campus at all times and must be presented or returned upon request and can be canceled or revoked by the university at any time. Terminated faculty and staff are required to return their card to their supervisor or department representative.

2. Obligation to Report Lost or Stolen Card

A lost or stolen card should be reported immediately through the GET site or mobile app, or to the ECU 1 Card office during regular business hours or the ECU police after hours as listed below:

ECU 1 Card Office

252-328-2673

G-521 Old Cafeteria Complex

ECU Police

252-328-6787

609 East 10th Street

The cardholder must report their 1 Card found through the GET site or mobile app to reactivate the current card that has been reported lost before use. The 1 Card Office cannot reactivate previous cards. The cardholder is responsible for paying the replacement fee for the reissuance of a card.

If the cardholder has a linked Wells Fargo account, the cardholder must also report the card lost to Wells Fargo, 1-800-869-3357.

3. Misuse of Card

The ECU 1 Card contains financial value, privileges and security access. The cardholder is responsible for taking proper care of the card and should never:

- Use the card as collateral or allow the card to be retained for university services
- Allow anyone other than the cardholder to use the card for purchases or access
- Alter the card in any manner, ie, punching holes or affixing decals to the card

Improper care of the ECU 1 Card can affect the ability to access data on the card and will be subject to a replacement card fee.

4. Account Balances

- **Liability-** The ECU 1 Card is valuable and should be treated like cash or credit card. The University is not responsible for any loss or expenses resulting from the loss, theft or misuse of this card.
- **Inquiries-** Account balances will be available on the GET site and mobile app, at cash registers, Dining Services Office or the 1 Card Office. Please note all accounts have priority in their respective locations and roll over to Bounty Bucks once the balances are depleted.
- **Refunds** - Refunds will be subject to applicable departmental policies:
 - A. **Bounty Bucks** – A refund can be requested of the ECU 1 Card Office upon graduation, official withdrawal or termination from the university for remaining balances equal to or greater than \$10. A refund request form must be completed and submitted to the ECU 1 Card Office in order to obtain a refund. Refunds will not be processed for remaining balances less than \$10.
 - B. **Bookstore Deferral-** See Bookstore Deferral on the ECU Financial Services website at:

<https://financialservices.ecu.edu/cashier-credit-balance-authorizations-and-bookstore-deferrals/>

C. **Meal Plan**- See Meal Plan Terms on the ECU Dining website at:

<https://dining.ecu.edu/meal-plans/>

5. Privileges

The ECU 1 Card entitles the cardholder to privileges associated with their current status (i.e. campus student, distance education student, faculty and staff). Individuals are entitled to only one card at a time, which contains all privileges associated with their current status. If an individual has more than one status, the primary status will be reflected on the card. Example: a patron who is a permanent employee and campus student, will be issued a staff card that contains student privileges. Student privileges are assigned based on university fees paid by semester therefore privileges can change per semester as well. Students paying fees for distance education courses or programs may not be eligible for certain privileges offered.

6. Proof of Identity

A valid state or government issued photo id, such as a current driver's license, passport, military id or state issued identification card must be presented when applying for the ECU 1 Card. This stipulation applies for a replacement 1 Card, if no recent photo is on record in the university badging system or a name change is requested.

- A valid state or government issued photo id is required in order for our office to issue your official ECU 1 Card. However, if you have a meal plan you are eligible for a temporary card with no photo to allow usage of your meal plan.
- A temporary card can be issued to a patron who does not have a valid state or government issued photo identification, while the patron is obtaining a state or government id. Patron must have a meal plan and/or spending account balance to be eligible for a temporary card. The temporary card will only contain the patron's name and affiliation at the university. This temporary card is not intended for identification purposes and will not work for door access. Patron will be required to pay the cost of a new student card and temporary fee prior to the issuance of the temporary card. A fee will be charged to replace and/or reactivate the temporary card each semester.

7. Fees

There are fees associated with the issuance of a 1 Card. The initial card fee varies depending on a patron's status. There is a set fee for a permanent replacement card. Students are responsible for paying the initial card fees. All cardholders are responsible for paying replacement card fees. A cardholder is eligible for one free damage replacement card if the card is no longer working and was not deliberately damaged. In order to receive the free damage replacement, the damaged card must be presented to the ECU 1 Card Office.

8. Card Issuance

The ECU 1 Card is issued to and must be picked up by the cardholder unless there is a release agreement. Release agreements can only be obtained by ECU faculty or staff which allow the ECU 1 Card Office to release batches of cards to departments that identify specific individuals representing the group or department for distribution. The ECU 1 Card Office is not responsible for cards released to departments.

9. Data

Any data related to card usage including photos uploaded for the 1 Card become part of the cardholder's university record and are stored in the university database. Therefore any data may be used for official university business including but not limited to completing transactions and complying with government agencies, court orders, or subpoenas.