Any requests for financial adjustments resulting from a transaction error at any location must be submitted through the merchant or vendor that originally processed the transaction.

Requests for financial adjustments resulting from an error while using a RamsBucks Station must be accompanied by a receipt to allow for research and resolution. Please allow 7 business days for research of your request.

Requests for a refund resulting from a transaction error through GET Mobile or myVCUcard@vcu.edu can only be reversed for the full amount of the transaction.

Name Change Policy
Patrons are strongly encouraged to submit Name Change requests prior to receiving their first VCUCard.

Legal Name Change requests must first be entered into the appropriate database before a new VCUCard can be obtained. Please allow a minimum of three (3) business days for the change to be updated. Once the information has been updated, the patron can visit one of the VCUCard offices to exchange their current VCUCard with an updated one.

Name of Use change requests allow cardholders to notify the VCUCard Office to change the first name that will appear on their VCUCard to the affirmed first name they identify with. The patron must visit vcuvcard@vcu.edu to submit a Name of Use change request form. Once the form has been submitted, the VCUCard Office will process the request within three (3) business days. If approved, an updated VCUCard can be obtained.

Dormant RamsBucks Account Policy
If a RamsBucks account has been dormant for a period of 2 years, it will be considered abandoned property by the University. Dormant accounts are RamsBucks accounts that have had no financial transactions (charges or deposits) for a period of two (2) years and have not had a refund request submitted.

After the two year dormant period your account will be suspended and a $24.00 administrative fee will be deducted (RamsBucks Cards will be suspended after a three year dormant period). Any funds over $24.00 will be forwarded to the VCU Financial Reporting department and will be processed according to the State of Virginia escheat policies.

It is the responsibility of the cardholder to maintain activity or to request a refund within the provided time frame.

Photograph Policies
Your digital photograph will be printed on the front of your VCUCard and will be stored in our database. A new picture will be taken free of charge only if there has been a significant change in one's appearance or as photo requirements change. Your VCUCard image is considered part of your official record at the University and may be shared with other VCU or VCU Health departments for administrative purposes.

VCUCard reserves the right to refuse to issue a VCUCard to any applicant who appears for photographing in a disguise or intentionally distorts their face to alter their appearance. In accordance with the United States Department of State policy, photographs must be taken with no visible obstruction of the face necessary for positive identification.

Glasses, headgear, sunglasses, costumes, hats, and any other items that obstruct the head or face must not be worn at the time the ID picture is taken. Religious head coverings are acceptable if displayed on the cardholder’s official government issued photo ID. Any images with filters, blurring, or photoshopped effects will be rejected.

Wells Fargo Account
VCUCard is not responsible for any transactions connected to the use of your VCUCard as an ATM card for a Wells Fargo account. Using the VCU Card as a Wells Fargo ATM card is at the sole discretion of the VCUCard cardholder.

Privacy Policy
Your account and personal information will be kept strictly confidential as per the Family Educational Rights and Privacy Act. Outside parties will not be privileged to information about you, your account, or the purchases you make without your expressed consent unless such disclosure is in compliance with a court order or government legislation.

Acceptance Agreement & Term Changes
Each individual cardholder is responsible for their knowledge of all VCUcard terms and conditions. Use of the VCUCard by the cardholder signifies agreement with all policies documented in the VCUcard Terms and Conditions, the VCU Health HR Identification Card Policy, and the VCU Employee and Affiliate Identification Policy.

These policies are available at vcuvcard@vcu.edu and are updated regularly. Please read all terms as these constitute legal obligations between you and the University. Future changes in terms and conditions regulating use of your VCUCard 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.

The VCUCard Office reserves the right to change the VCUCard Terms and Conditions without notice.
A replacement fee will be charged for all lost, stolen, misplaced, or abused VCUcards. VCU and VCU Health cards will be charged a $25.00 fee; VCU Health Dual Role cards will be charged a $5.00 fee. These are non-refundable even if your old card is found.

If an old card is recovered it is invalid and should be returned to the VCU Card Office to be disposed of properly. Abused cards consist of, but are not limited to: cards that have been marked on or bent, contain hole punches, have had their magnetic strip scratched, have been used to pry open or scrap objects, or have had stickers adhered to them. A defective or heavily worn VCUcard will be replaced at no charge upon returning it to the VCU Card Office.

If your VCUcard is lost or stolen, you must notify VCU Card in order to suspend privileges. Until such notice has been received, you will be responsible for all use of your VCUcard, whether or not such use is authorized by you. Report your lost card by emailing vucard@vcu.edu, online at myVCUcard.com or by calling any VCU Card Office.

RamBucks Account

Use or Ownership

The VCU Card is issued to you as part of a privilege you are entitled to as a member of the Virginia Commonwealth University and VCU Health community under the terms and conditions of use. Each individual cardholder is responsible for their knowledge of the terms, conditions, and policies of the VCU Card Office.

All patrons associated with Virginia Commonwealth University and VCU Health are required to carry their VCUcard at all times. Staff who provide services to medical center customers or who participate in an educational process requiring access to VCU Health must wear a VCUcard while performing that role. Staff performing two or more VCU Health roles will be issued a separate ID for each role.

The VCU Card Office verifies authorization for all individuals through an electronic database updated by either the Human Resources Departments or Records and Registration prior to issuing a VCUcard.

A government-issued photo ID is required as proof of identification prior to the issuance of a VCUcard. The VCUcard is the property of Virginia Commonwealth University and VCU Health and must be surrendered upon demand or when the relationship for which the card was issued is no longer in effect.

Although the VCUcard is the property of Virginia Commonwealth University and VCU Health, it is entrusted to you for your convenience while at the university. No account should be accessed using the card other than the cardholder. Only the person pictured on the VCUcard is entitled to spend money from their debt or meal accounts. Unauthorized use, alteration or duplication for fraudulent use warrant conviction and/or disciplinary action.

Lost, Damaged, & Stolen Cards

The cardholder is responsible for maintaining a valid VCUcard that is in proper working condition.

For security purposes, a replacement can only be requested and obtained by the cardholder. If your VCUcard is replaced due to theft or loss, the old card number will be deactivated and cannot be reactivated or used until you activate it at a later date. VCU Card staff will confiscate replaced VCUcards and dispose of the old card properly.

Separation from VCU & VCU Health

The cardholder is responsible for ensuring their VCUcard is returned to a VCU Card Office when their affiliation with VCU is terminated. Departments are required to return an employee’s VCUcard(s) to a VCU Card Office when a staff member separates employment or the affiliation agreement ends.

Managers are required to immediately submit a Campus Card Services Help Desk request at support.vcu.edu to terminate all building access.

RamBucks Function & Account Usage

You may use your VCUcard as a declining debit (RamBucks) card where accepted, provided funds are available in your account. The VCUcard is a debit card only and does not provide credit arrangements. The RamBucks debit account is not a bank account and does not allow for ATM type withdrawals. You are responsible for use of the VCUcard in accordance with instructions at each location where RamBucks is accepted.

Negative balances resulting from failure to properly utilize your RamBucks account are your responsibility. The VCU Card Office is not responsible for any loss or inconvenience to you or to any third party as a result of lack of funds in your RamBucks account.

VCU and the VCUcard Office has the right not to accept or honor your VCUcard RamBucks at any of the participating establishments under but not limited to, the following circumstances:

- There are insufficient funds in your account at the time the purchase is requested.
- The equipment being used by the merchant or vendor you are purchasing from is not functioning correctly at the time the transaction is attempted.
- Your account has been temporarily or permanently suspended due to violation(s) of this agreement.
- Your VCUcard has been reported as lost.

All cardholders can manage their VCUcard account anytime online through the Online Card Office by visiting myvcu.com or by downloading the GET Mobile app. Through GET Mobile you can obtain your current account balance, make deposits, and check your transaction history. Failure to properly utilize the RamBucks program can result in removal or termination of access rights.

Building Access

Access to facilities is based on classroom or work locations and job titles. VCU staff, faculty and staff must request classroom or building access from their professor, supervisor, or building manager. The Campus Card Services department handles VCU requests for building access. The Department of Safety and Security handles VCU Health requests for building access.

Improper Use of Your VCUcard Privileges

It is against VCUcard policy to provide your VCUcard or any portion of your VCUcard to someone else. If you do not have your VCUcard with you, you are required to purchase a new card. For security reasons, the replacement card will be issued a new card number and your old card number will be deactivated and cannot be reactivated under any circumstances. The cardholder shall be subject to termination, criminal/civil, or disciplinary action and can be reported to the VCU Police Department for:

- Any use or attempt of the VCUcard for purposes other than that intended.
- Any use or attempt of the VCUcard by any individual other than the cardholder.
- Any fraudulent use of a credit card for deposits made to a RamBucks account.
- Failure to fully and truthfully report the circumstances pertaining to a lost, stolen, or damaged VCUcard.
- Failure to appear and truthfully testify at any formal or disciplinary action resulting from the fraudulent use of a VCUcard.

The VCU Card Office reserves the right to deactivate any VCUcard account or suspend deposit privileges if fraudulent activity is suspected or takes place.

Refunds & Error Resolution Procedures

The University will not debit your account other than in accordance with transactions authorized through the use of your VCUcard or as permitted under these terms. Statements of your RamBucks account can be obtained online through GET Mobile at myGETMobile.com or by contacting any VCU Card Office.

Refunds are subject to the restrictions applicable on those accounts and are given only to the cardholder. A formal Refund Request must be submitted to the VCU Card Office before any refund can be processed. All RamBucks account balance refunds are subject to a $0.05 processing fee that will be deducted from the account balance prior to a refund unless the cardholder has separated from Virginia Commonwealth University or VCU Health. Refunds over $200.00 require the refund check be mailed to the cardholder on a 6-weeks to 3-weeks process; refunds less than $20.00 can be issued in person at the VCU Card Office located on the Monroe Park Campus. Refunds will be issued via direct deposit if previously established with the university.