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 RamBucks Station must be accompanied by a receipt to allow for research and resolution. Please allow up to 7 business days for a response.

Requests for a RamBucks deposit refund resulting from a transaction error through GET Mobile or myVUCard@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 VUCard. There is a $10 processing fee for replacement cards if your current VUCard is surrendered at the time your request is processed.

Name Change requests must first be entered into the appropriate database before a new VUCard 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 VUCard Offices to exchange their current VUCard with an updated one.

**Dormant RamBucks Account Policy**

If a RamBucks account has been dormant for a period of 5 years, it will be considered abandoned property by the University. Dormant accounts are RamBucks 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 (RamBucks 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 VUCard 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 if photo requirements change. Your VUCard 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.

VUCard reserves the right to refuse to issue a VUCard to any applicant who appears for photographing in a disgraceful 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.

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**

VUCard is not responsible for any transactions connected to the use of your VUCard as an ATM card for a Wells Fargo account. Using the VUCard as a Wells Fargo ATM card is at the sole discretion of the VUCard 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 VUCard rules and regulations. Use of the VUCard by the cardholder signifies agreement with all policies documented in the VUCard Terms and Conditions, the VCU Health HR Identification Card Policy, and the VCU Employee and Affiliate Identification Policy.

These policies are available at vucard@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 VUCard 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 VUCard Office reserves the right to change the VUCard Terms and Conditions without notice.
TheVuCCardis issued to you as a privilege of a member of theVirginia Commonwealth University and VCU Health System communityunder the following terms and conditions. Each individual cardholder is responsible for their knowledge of the terms, conditions, and policies of the VUCardOffice.

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

The VUCard 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 VUCard.

A government-issued photo ID is required as proof of identification prior to the issuance of a VUCard.

The VUCard 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 VUCard 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 by anyone other than the cardholder. Only the person pictured on the VUCard is entitled to spend money from their debit or meal accounts. Unauthorized use, alteration or duplication for fraudulent use warrants confiscation and/or disciplinary action.

Lost, Damaged, & Stolen Cards

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

A replacement fee will be charged for all lost, stolen, misplaced or abused VUCards. VCU and VCU Health will charge a $25.00 fee. VCU Health Dual Role cards will be charged a $5.00 fee. These funds 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 VUCard Office to be disposed of properly. Abused cards consist of, but are not limited to: cards that have been marked or bent, with holes punched, have had their magnetic stripe scratched, have been used to pry open or scrape objects, or have had stickers adhered to them. A defective or heavily worn VUCard will be replaced at no charge upon returning it to the VUCard Office.

If your VUCard is lost or stolen, you must notify VUCard Office in order to suspend privileges. Until such notice is received, you will be responsible for all use of your VUCard, whether or not such use is authorized by you. Report your lost card by calling VUCard Office online at myVCUCard.com or by calling any VUCard Office:

- Monroe Park Campus
- Technology Administration Building 701 West Broad Street 804-827-2273 (CARD)
- MCV Campus
- VMI Building 1000 East Marshall Street, Room 31 804-628-2273 (CARD)

Prior to a VCU Health employee receiving a replacement VUCard, a supervisor from their department must provide pre-authorization to the VCU Health Human Resources Department. Once approved, HR will then send an electronic notification of authorization to the VUCard Office.

Upon issuance of a replacement card, any remaining debit and meal plan balances are immediately transferred to the new VUCard.

For security purposes, a replacement can only be requested and obtained by the cardholder. If your VUCard is replaced due to theft or loss, the old card number will be deactivated and cannot be reactivated should you find it at a later date. VUCard staff will confiscate replaced VUCards and dispose of the old card properly.

Separation from VCU & VCU Health

The cardholder is responsible for ensuring their VUCard is returned to a VUCard Office when their role ends.

Departments are required to return an employee’s VUCard(s) to a VUCard 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 itsupport.vcu.edu to terminate all building access.

Rambucks Function & Account Usage

You may use your VUCard as a declining debit (Rambucks) card where accepted, provided funds are available in your account. The VUCard 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 your use of the VUCard 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 VUCard Office is not responsible for any loss or inconvenience to you or to others arising as a result of lack of funds in your Rambucks account.

If the VUCard Office has the right not to accept or honor your VUCard, 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 initiating the transaction is not functioning properly at the time the transaction is attempted.
- Your account has been temporarily or permanently suspended due to violation(s) of this agreement.
- Your VUCard has been reported as lost.

All cardholders manage their VUCard account anytime online through the Online Card Office by visiting myVCUCard.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 this service or 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 duties. VCU students, faculty and staff must request clearance for building access from their professor, supervisor, or building manager. The Campus Card Services department handles access requests for building access.

Improper Use of Your VUCard Privileges

It is against VUCard policy to provide your VUCard number to anyone including the cardholder. If you do not have your VUCard with you, you are required to purchase a new card. For security reasons you will be issued a new card number and your old card number will be deleted 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 attempted use of the VUCard for purposes other than that intended.
- Any use or attempted use of the VUCard 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 VUCard.
- Failure to appear and truthfully testify at any criminal or disciplinary action resulting from the fraudulent use of a VUCard.

The VUCard Office reserves the right to deactivate any VUCard 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 VUCard or as permitted under these terms. Statements of your Rambucks account can be obtained online through GET Mobile at myVCUCard.com or by contacting any VUCard 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 VUCard Office within a timely manner.

All Rambucks account balance refunds are subject to a $5.00 processing fee that will be deducted from the account balance prior to issuing a refund. Refunds over $20.00 require the refund check be mailed to the address on file with the VCU, which will take 3 to 4 weeks. Refunds will be issued via direct deposit if previously established with the university.