

UVM CATcard Mobile Credential and CATcard Accounts

Terms and Conditions

By applying for the Mobile Credential option of your CATcard, you agree to be bound by the terms of the following agreement and all applicable University ID policies. Additionally, by using the Mobile Credential you agree that you will retain your current plastic ID card (CATcard) as an ID badge only, all privileges associated with the plastic ID will be accessed through the Mobile Credential only.

More information about CATcard accounts (meal and debit) can be found here - <https://www.uvm.edu/catcard>. Once your application is approved, you may use your CATcard (or Mobile credential if you have chosen that) to pay for purchases at participating locations, up to the amount of your CATcard account balance (some applications may have daily limits). You cannot withdraw cash from your CATcard accounts. There is no fee to establish or use the accounts.

1. This agreement is executed between the individual named on the CATcard (the participant) and The University of Vermont and State Agricultural College (UVM). This agreement references CATcard accounts (CAT\$cratch, meal and Dining), which are an option available to UVM students, faculty, staff and certain UVM affiliates. This agreement is administered for The University of Vermont and State Agricultural College by the CATcard Service Center.

2. The term of this agreement will be determined by the participant's University affiliation or status. The term begins when the first CATcard has been issued by the CATcard Service Center until the participant graduates, withdraws or otherwise severs their relationship with the University.

3. A CAT\$cratch Account will not be activated until payment (cash, check, or major credit card) is received, along with a signed application form, by the CATcard Service Center. Additional deposits may be made at any time by completing the necessary forms and making payment to the CATcard Service Center. Other methods for additional deposits are cash deposits through the VPRS (cash to card machines) machines located in the Bailey Howe and Dana Medical Libraries or through the website at - <https://www.uvm.edu/catcard>.

4. CATcard Accounts are automatically closed at the end of this agreement. The CATcard Service Center reserves the right to close any CAT\$cratch account that has been inactive for a period of twelve (12) months. Refunds on closed accounts may be requested and will be made at the full value of the unused balance, **minus a processing fee**; refunds will be mailed to the last known address UVM has on record. All debts on the participant's Student Account must be satisfied prior to a check being processed for a refund. Any negative CAT\$cratch Account balances will be charged to the participant's Student Account (students) or billed directly to the participant (all others).

5. The participant's Mobile Credential or CATcard will be the access device for any accounts currently available to the owner. The Mobile Credential or CATcard must be presented at the time of purchase and shall be the only means of accessing the participant's account.

6. The Mobile Credential and CATcard accounts are non-transferable. The cardholder may be charged a fee and their CATcard may be confiscated by authorized University or Dining Services staff if the CATcard has been loaned to another individual. Additional ID may be required to ensure that only the participant uses the Mobile Credential or CATcard account. The participant may be required to sign a receipt for goods.

7. Information regarding the participant's account or transactions may be disclosed to third parties when necessary to complete transactions, when the condition or existence of an account must be verified, to comply with government agency or court orders, or with the participant's written permission.

8. The University of Vermont reserves the right to determine hours of operations and pricing for the goods and services available for purchase with this account.

9. Should the participant's identification number change after execution of this agreement, he/she must notify the CATcard Service Center as soon as possible. **A fee will be charged for replacement of lost, stolen or damaged cards.** The address and phone number for the CATcard Service Center are as follows: CATcard Service Center, Billings Library, Burlington, VT 05405-0152. (802) 656-4509 FAX (802) 656-4528.

10. A lost or stolen Mobile Credential or CATcard must be reported immediately to the CATcard Office (802) 656-4509, or Police Services after business hours; Police Services is open 24 hours a day. The phone number for Police Services is: (802) 656-3473. You may also mark your Mobile Credential or CATcard lost 24 hours a day at - <https://get.cbord.com/CATcard/full/login.php> If the participant does not inform the CATcard Service Center about a lost or stolen credential or CATcard, the CATcard Service Center and The University of Vermont are not responsible for any charges made through the use of the Mobile Credential or CATcard accessible accounts. If the participant informs the CATcard Service Center within two (2) business days of the loss that their card is lost or stolen, the participant is liable for up to \$50 in charges to the card if the card was used without permission. If the participant informs the CATcard Service Center of the loss that their card was lost or stolen, after two (2) business days but within sixty (60) days, the participant may be liable for up to \$500 if the card was used without permission. Business days are defined as Monday through Friday.