

Cardholder Agreement

August 2019

The Mule Card promises to continue the university's tradition of service by providing convenient access to a variety of campus services. Listed below are the terms and conditions governing the use of your new Mule Card.

The Card: You must present your card in order to purchase products or services. The card may be deactivated and/or retained when presented for inappropriate or illegal use. The Mule Card is a valid form of identification only at UCM and may not be used in place of a government-issued ID.

Lost, Stolen, or Damaged Cards: It is important to immediately report a lost or stolen card in person at the UCM Campus Card Center, online through the Manage Your UCM ID button at ucmo.edu/id or by telephone at 660-543-8443. After business hours, leave a phone message with your name and ID Number along with a brief description of the circumstances. Your message will automatically be logged with the date and time. You will be responsible for all use of your card prior to reporting its loss or theft to the Campus Card Center. You must come to the Campus Card Center during business hours to obtain a replacement card. Replacement fee is \$20.

The Central Cash Account: This account is a debit-dollar account tied to the money you deposited with us. It is available to you for purchasing products and services where the card is accepted. The card is not a credit card, nor can it be used to obtain cash. We will activate your account when you deposit five U.S. dollars (\$5) or more. You may add additional funds to your account at any time. You may make a cash, check, money order or credit card deposit in person or by mail at Student Financial Services, or deposit cash into one of the Value Transfer Stations (VTS), or make a deposit online at ucmo.edu/id. No change is given from a VTS. Deposits made at Student Financial Services will be credited to your account by the close of the next business day.

Central Cash refunds will be posted to your student account only in the instance in which you graduate or withdraw from the university. Refunds must be requested by the account holder. Refunds will be processed through Student Financial Services and will be assessed a processing fee.

Receipts and Statements: Most point-of-sale terminals are equipped to provide a receipt for each transaction. It is your responsibility to ensure the receipt is correct. An account statement listing recent transactions will be generated upon your personal request at the UCM Campus Card Center or online through the Manage Your UCM ID button at ucmo.edu/id.

Error Resolution: If you suspect an error on a receipt or account statement, or if you would like more information about a specific transaction, you may contact the UCM Campus Card Center by telephone at 660-543-8443, by email at idcenter@ucmo.edu, or by mail at Elliott Student Union 119, University of Central Missouri, Warrensburg, MO 64093. You must contact us within 60 days of the transaction(s) in question.

Account Closure: Your account will be closed when you cease to be a student or employee of UCM. Student Financial Services reserves the right to close any account that is inactive for more than 12 months. A processing fee will be assessed for any account closure. To close your account, contact Student Financial Services.

Agreement Changes: This agreement may change during the time your card is active. All changes and updates to this agreement can be found on the following website: ucmo.edu/id.