



TERMS AND CONDITIONS – General Jagtag Account

Revised July 1, 2009

Effective August 1, 2009

Changes indicated in red font.

ACCOUNT DESCRIPTION: JagTag is a pre-paid convenience account accessed via your IUPUI Jagtag, and may be used as payment for goods and services at locations determined by the University.

AGREEMENT: This Agreement is between Indiana University Purdue University Indianapolis (or IUPUI) and the JagTag holder (“You” or “Account Holder”). Your initial deposit to Your JagTag account acknowledges YOUR acceptance of the terms and conditions of this agreement. The University reserves the right to modify the agreement.

ACCOUNT ACTIVATION: Your JagTag account was established when You registered as a student of IUPUI. Your initial deposit to, or use of, Your JagTag binds You to the full terms and conditions of the Agreement.

TERM: The Agreement shall start with the initial deposit to, or use of, Your Jagtag and shall continue automatically renewing for each succeeding year until terminated by either party under the conditions stated in this Agreement or one of the following occurs: (1) Your JagTag account balance reaches zero (0); (2) a subsequent deposit or other circumstances result in a superseding JagTag account; or (3) during any consecutive 12 month period, You do not use Your JagTag account (see “Inactive Accounts and Fees”).

DEPOSITING FUNDS: Initial and future deposits may be made on-line at www.jagtag.iupui.edu.

Credit card deposits may be made over the phone by Students (or their parents) by calling (317) 274-5177.

Deposit payments may also be made in person or mailed to the address below. Checks should be made payable to Indiana University and must contain the Account Holder’s name and 10 digit IUPUI I.D. # in the memo section of the check.

Cash deposits may also be made at any Jagtag Station (cash to card machines), which accept cash payments 24 hours per day.

Visit the Jagtag website at www.jagtag.iupui.edu for other deposit options.

RETURNED CHECK FEE: A \$25 fee will be charged for each returned check. **Your JagTag account may be deactivated until outstanding fees have been paid.**

ACCOUNT USE: You may pay for goods and services at approved locations using your JagTag, however, You may not request cash advances or withdrawals from Your JagTag account.

JagTag has been established for the convenience of members of the IUPUI community in purchasing goods and services on and off campus and University affiliated premises. It is not designed nor intended to act as a banking service. Consequently, no interest will be paid or credited to account balances maintained in a JagTag account, and banking and consumer lending regulations do not apply.

Participating vendors may require additional identification to ensure that the person using the JagTag is the owner, and You may be required to sign a receipt for goods received. You are liable for all charges to Your JagTag account until reported lost or stolen.

USE OF YOUR JAGTAG: Your JagTag, which is used to access Your JagTag account, is the property of Indiana University Purdue University Indianapolis, and is NOT transferable. Jagtag is to be used only by the person to who it is issued. Only the Cardholder can present the Card for payment and other privileges. JagTag's may be confiscated if presented by someone other than the Cardholder.

ERROR RESOLUTION: As soon as the Cardholder believes there is a discrepancy on his/her receipt or JagTag transaction statement, Cardholder should address discrepancy with the Merchant. If Cardholder is unable to resolve error with the Merchant, Campus Card Services will work with the Cardholder and the Merchant to address the discrepancy.

DISCLOSURE OF INFORMATION TO THIRD PARTIES: The University will disclose information to third parties about the Account Holder's account only: 1) In order to comply with court orders or other applicable laws, or 2) If the Account Holder gives written permission.

LOST/STOLEN OR DAMAGED CARDS: Lost/Stolen or damaged Jagtags will be replaced by Campus Card Services upon Yours or the University's official request. Replacement will be made in accordance with current policies regarding card replacement and in most cases, You will be charged a replacement fee.

To deactivate a lost or stolen card, visit www.jagtag.iupui.edu and click "Manage Your Jagtag." From here you will be asked to login to your account and will then be able to deactivate your Jagtag at your convenience, 24 hours a day.

The University and its agents are not responsible for unauthorized charges made to Your JagTag account prior to its being reported lost or stolen, or deactivated.

ACCOUNT BALANCES AND STATEMENTS: To obtain Your JagTag account balance and transaction history, visit www.jagtag.iupui.edu and click on "Manage Your Jagtag" or call Campus Card Services during regular hours of operation. Account balances are also displayed on most readers when a purchase is made.

CLOSING ACCOUNTS AND REFUNDS: You may make a request to Campus Card Services to close Your JagTag account and request the balance in Your account in excess of \$15 be refunded to You. Requests for refunds must be submitted in writing or from your IUPUI email address. The University will refund the balance of Your JagTag account, less a \$15 service charge. Refunds usually require 10-14 days for processing. You may not request cash advances or withdrawals from Your JagTag account.

TRANSFERRING ACCOUNT FUNDS: JagTag account balances may not be transferred from one Account Holder to another.

INACTIVE ACCOUNTS: If a JagTag account has sustained no activity for a period of 12 months or more and has a positive balance, the account will be determined inactive and assessed a \$3 monthly fee until one of the following occurs: (1) You use your JagTag for payment; (2) the balance reaches zero (0); or (3) after a period of 60 months a positive balance still remains in the account (greater than \$15, see "Closing Accounts and Refunds"), remaining funds are considered unclaimed property by the University and will be escheated to the state.

HOURS OF OPERATION: The University reserves the right to select participating JagTag merchants. Each merchant determines their hours of operation, selects the goods and services available for purchase using JagTag at their location, and sets the prices for goods and services in their operations.

Campus Card Services is open Monday through Friday from 8 a.m. to 6 p.m. Check www.jagtag.iupui.edu for extended hours during the year.

CUSTOMER SERVICE: To report problems with Your JagTag account or any related equipment, please contact Campus Card Services immediately at (317) 274-5177 or jagtag@iupui.edu. For account statements and transaction history visit www.jagtag.iupui.edu and click "Manage Your Jagtag". For additional information, please contact us via email at jagtag@iupui.edu or call (317) 274-5177.