

Bulldog Card Terms & Conditions

This document contains the terms and conditions of the Bulldog Card Account linked to your Bulldog Card. By adding value and/or using your Bulldog Card account, you agree to be bound by the terms and conditions contained in this agreement, which will govern your use of the Bulldog Card account. These terms and conditions are applicable beginning when the Bulldog Card is issued and ending when the participant graduates or withdraws from Fresno State (students), terminates employment (faculty/staff employees) and/or the participant's Bulldog Card is suspended.

1 Definitions

- a. Cardholder means an individual in whose name and for whose benefit a Bulldog Card is to be issued or has been issued by Fresno State.
- b. Authorized participant means an active student, faculty, or staff member at Fresno State.
- c. Service provider means a third party contracted by Fresno State to provide certain support and marketing services for your Bulldog Card and Bulldog Card account.
- d. Bulldog Card means the official Fresno State ID Card issued by Fresno State to Cardholder.
- g. Accepting location means a point-of-sale or Pay-for-Print location that is authorized to accept the Bulldog Card for the purchase of goods and services.

2 Bulldog Card Description and Use

Your Bulldog Card is a multi function device that can be used for:

- a. Official Fresno State Identification (on and off campus).
- b. Meal plan account purchases (on-campus housing students only).
- c. Food Court and Snack Bar purchases.
- d. On campus printing at Pay-for-Print locations.

3 Eligibility

- a. You are an authorized participant.
- b. You agree to be bound by and comply with these terms and conditions.

4 Bulldog Card Accounts

Your Bulldog Card is linked with and used to access value in pre-paid accounts. There is no credit card, credit account, or deposit account associated with the Bulldog Card. Bulldog Card account funds and cardholder information are kept on computer systems maintained by Service Providers contracted by the University. You agree and give the University permission to share your personal identifying information (as described below) with such Service Providers in order that they can perform data processing required to provide these services. Fresno State is not acting as a trustee, fiduciary or escrow with respect to value in Bulldog Card accounts, but is acting only as an agent and custodian. No interest, dividends or other earnings or return will be paid on any value maintained in Accounts. Value associated with Accounts is not insured by the Federal Deposit Insurance Corporation (FDIC).

Cardholder personal identifying information shared with third party service providers is limited to:

Campus PeopleSoft ID number
Last Name, First Name
Date of Birth
Gender
Classification – Staff/Faculty/Student
Campus email address
Last 4 digits of SSN

5 Password & Security

You must not reveal your account login information or password to anyone else. You must safeguard and protect the confidentiality of your password to keep your Bulldog Card account secure. You will be responsible and liable for all actions processed on your Bulldog Card Account accessed using your

password, regardless of whether those instructions actually come from you. Fresno State is not responsible for losses incurred by the Cardholder as the result of their password misuse.

6 Bulldog Card Account Spending &-Value Add Limits

Minimum VISA, MasterCard, and Check Card Value Add is \$20

Minimum Cash Value Add is \$1 (PHIL Stations only)

7 Value-Add Availability

Value added via VISA, MasterCard, Check Card, or Cash will be made available to the Cardholder on the same business day as the payment.

8 Making Purchases with the Bulldog Card

You must have sufficient value available in your Bulldog Card account to pay for each transaction. Each time you use your Bulldog Card to make a purchase, the amount of the transaction will be debited from the Account. You may not spend more value than you have on your account.

9 Bulldog Card Receipts

You agree to sign a receipt for any transaction made with your Bulldog Card account where requested by the accepting location. You will receive a receipt for most transactions.

10 Negative Accounts

If an Accepting Location attempts to process a transaction for more than the value available in your Bulldog Card account, the transaction will be declined. If, for any reason, a transaction is processed for more than the value in the Bulldog Card account, you are liable for that entire amount and agree to pay the amount immediately on demand. We reserve the right to add a charge to your Fresno State student account, place a hold on your student account (which will suspend most campus services), and suspend your Bulldog Card account until payment of the negative account is made in whole.

11 Lost or Stolen Bulldog Cards

Tell Us AT ONCE if (i) your Bulldog Card has been lost or stolen or (ii) you believe someone has made a purchase on your Bulldog Card account without your permission. You are responsible for the unauthorized use of your Bulldog Card until the time you notify us that your Bulldog Card has been lost or stolen. You can report your card as lost or stolen at the Bulldog Card Website <http://bb-app.csufresno.edu/webapps/login/> or by calling us at 559-278-5608 during campus office hours. When you report your card as lost or stolen, all privileges related to the lost or stolen card will be suspended. A replacement card is available at the Bulldog Card Office for a fee of \$10.

11.1 Re-Activating Bulldog Cards

If you find your Bulldog Card after it has been reported lost, you may reactivate the Bulldog Card if you have not purchased a replacement card. You can reactivate your Bulldog Card at the Bulldog Card Office only.

12 Disputes/Returns

You agree to work with Fresno State to resolve all disputes about purchases made using your Bulldog Card with the merchant or location that accepted the Bulldog Card.

13 Error Resolution

If you think your statement or receipt is wrong or if you need more information about a transaction listed on your statement or receipt, please contact us as soon as you can using the information in the Contact section of this agreement. We must hear from you, in writing, no later than 60 days after we made available the first electronic statement on which the problem or error appeared. When notifying us you must:

- a. Include the account holder name and account number
- b. Describe the transaction in question and explain as clearly as possible the discrepancy.
- c. Indicate the dollar amount of the transaction.

Send your written request to the following address:
Bulldog Card Office
5244 North Jackson Ave M/S KC45
Fresno, Ca 93740-8023

We will tell you the results of our investigation usually within 10 business days after we receive your communication. If we need more time, we may take up to 45 days to investigate the discrepancy. If we decide to do this, we will re-credit the account holder's account within 10 business days for the amount of the discrepancy, so that the account holder will have use of the value during the time it takes us to complete our investigation. If we decide that there was no error, we will send you a written explanation within three business days after we finish our investigation.

14 Refunds

Bulldog Bucks will be refunded when you graduate, withdraw, or leave Fresno State employment, subject to a \$25 refund processing fee.

15 Cancellation; Suspension of Use

Fresno State, in its sole and absolute discretion, may limit, suspend or cancel your use of the Bulldog Card and/or Bulldog Card account. Fresno State may refuse to issue a Bulldog Card or may revoke Bulldog Card privileges with or without cause or notice. The Bulldog Card at all times remains the property of Fresno State and may be repossessed by Fresno State at any time. At all times, you shall surrender the Bulldog Card to us upon request.

16 Disclosure of Account Information to Third Parties

We will disclose information to third parties about your Bulldog Card account or the transactions you make:

- a. where it is necessary for completing transactions.
- b. in order to comply with government agency or court orders.
- c. if you give us your written permission.
- d. to carefully selected service providers who perform data processing , records management, collections, and other services for us, in order that they may perform those services.
- e. in order to prevent or investigate possible illegal activity.
- f. in order to issue payment authorizations for transaction on the Bulldog Card account.
- g. where otherwise provided by law.

17 Contact Information

If you have questions regarding your Bulldog Card account, you may call 559-278-5608.