

MAVcard Disclosure Statement

Your Colorado Mesa University MAVcard is not only your University identification card; it can also be used as a DEBIT CARD to make purchases from on-campus card readers or point-of-sale terminals. Because these purchases are electronically debited to your CMU MAVcard account at the University, they can be made without the hassle of using cash or writing checks. Purchases and other transactions that use your CMU MAVcard to debit or credit your CMU MAVcard Account are called "electronic fund transfers" or "transfers."

The federal Electronic Fund Transfer Act, 15 U.S.C. §§1693 *et seq.*, and Federal Reserve Board Regulation E, 12 C.F.R. §§205.1 *et seq.*, protect cardholders who use their CMU MAVcard to make electronic fund transfers. This disclosure statement notifies you of important rights that you, as a cardholder, have under the Act and Regulation E. Please retain this disclosure statement for your records and information.

GENERAL TERMS AND CONDITIONS

General terms and conditions governing the issuance, ownership, and use of your CMU MAVcard and governing your CMU MAVcard Account are listed in the TERMS AND CONDITIONS AGREEMENT attached to this Disclosure Statement and in your application for a CMU MAVcard. Use of your CMU MAVcard is also subject to the terms, conditions, rules, and regulations listed in the Colorado Mesa University [Student Handbook](#).

VALIDATING YOUR CMU MAVcard FOR USE AS A DEBIT CARD

You cannot use your CMU MAVcard as a debit card until the card has been VALIDATED. If you do not want to validate your CMU MAVcard, you may either return it to the CMU MAVcard Office or keep it to use as your University ID card. However, if you choose to keep an invalidated CMU MAVcard for use as an ID card, you MAY NOT use it as a debit card or to make other transfers.

To validate your CMU MAVcard as a debit card, you must deposit funds in one of two MAVcard Accounts. There are two accounts you may deposit money into. One account is the MAVmoney Account. This is a FOOD SERVICE ONLY account. In the MAVmoney Account you have options of the type of plan you would like to purchase. The second account is the MAVcard Flex Account. This account can be used anywhere on campus where Flex money is accepted such as the bookstore, business office, Outdoor Program, library, MAVprint and parking services including parking meters.

Your CMU MAVcard will be validated as a debit card once the deposit is credited to one or both of these accounts. For information about opening and depositing funds into one or both of these CMU MAVcard Accounts, please refer to the TERMS AND CONDITIONS AGREEMENT attached to this disclosure statement.

YOUR LIABILITY FOR UNAUTHORIZED TRANSFERS

Notify the University AT ONCE if you believe that your CMU MAVcard has been lost or stolen. If you fail to notify the University that your card has been lost or stolen, you could lose all the money in your CMU MAVcard Account. TELEPHONING the CMU MAVcard Office at the number listed below is the best way to minimize your losses. If you notify the University within 2 business days after you learn that your CMU MAVcard has been lost or stolen, you can lose no more than \$50 if someone used your card without your permission.

If you do NOT notify the University within 2 business days after you learn of the loss or theft of your card, and the University can prove that it could have stopped someone from using your card without your permission if you had notified the University within 2 business days, you could lose as much as \$500.

Also, if your CMU MAVcard Account statement shows electronic fund transfers that you did not make, notify the University AT ONCE at the telephone number or address listed below. If you do NOT notify the University within 60 calendar days after the statement was mailed to you (by e-mail or regular mail), you may not get back any money that you lost after 60 calendar days if the University can prove that it could have stopped someone from taking the money if you had notified it in time.

If a good reason (such as a long trip or hospital stay) kept you from notifying the University of a lost or stolen card or unauthorized transfer, the University will extend the 2-business day or 60 calendar day time periods. The stolen MAVcard fee can also be waived if a formal police report is done on the stolen property.

THE TELEPHONE NUMBER OR ADDRESS YOU SHOULD CONTACT TO REPORT A LOST OR STOLEN CMU MAVcard OR AN UNAUTHORIZED TRANSFER

If you believe that your CMU MAVcard has been lost or stolen or that someone has transferred or may transfer money from your CMU MAVcard Account without your permission, CALL the CMU MAVcard Office at: **970.248.1059**

Or WRITE to: **The CMU MAVcard Office, 1100 North Avenue, Grand Junction, CO 81501-3122**

When you call or write, tell us:

- * Your name, address, birth date, and CMU MAVcard number;
- * Any information you may have which may help the University prevent a loss or additional loss of funds in your CMU MAVcard account; and
- * A telephone number at which we can call you during regular business hours.

The CMU MAVcard Office is open for business from 8:00 a.m. to 5 p.m. Monday through Friday excluding official University holidays. In addition, lost or stolen CMU MAVcards can be reported 24 hours per day, 7 days per week by calling the telephone number listed above and stating your name, card number, and belief that your card has been lost or stolen. Lost and stolen card issues will be resolved within the next business day.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

If you think that your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt, call the University at **970.248.1059** or write the University at **The CMU MAVcard Office, 1100 North Avenue, Grand Junction, CO 81501-3122**, as soon as you can. The University must hear from you no later than 60 days after the University sent the FIRST statement on which the problem or error appeared. When you call or write:

- (1) Tell us your name and account number.
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is in error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

If you tell the University orally, you may be required to send the University your complaint in writing within 10 business days. The University will determine whether an error occurred within 10 business days after we hear from you and correct any error promptly. If it needs more time, however, the University may take up to 45 days to investigate your complaint or question. If we decide to do this the University will credit your account within 10 business days for the amount you think is in error, so you will have the use of the money during the time it takes the University to complete its investigation. If we ask you to put your complaint or question in writing and do not receive it within 10 business days, the University may not credit your account.

The University will tell you the results of its investigation within 3 business days after the investigation is completed. If we decide that there was no error, we will send you a written explanation.

BUSINESS DAYS

For purposes of these disclosures, the University's business days are Monday through Friday. Saturdays, Sundays, and official University holidays listed in the annual Academic Calendar are not University business days.

ELECTRONIC FUND TRANSFERS

1. TRANSFERS FROM YOUR CMU MAVcard ACCOUNT

a. You can use your CMU MAVcard to pay for purchases at on-campus facilities equipped with card readers or point-of-sale terminals. The amounts of these purchases will be debited to your CMU MAVcard Account.

2. DEPOSITS TO YOUR CMU MAVcard ACCOUNT

You can make deposit to your CMU MAVcard Account by cash, credit card, or check. Deposits for Flex money may be made at the CMU MAVcard Office, W.W. Campbell University Center and the Business Office, Lowell Heiny Hall. MAVmoney deposits are only accepted at the MSA MAVcard Office.

3. LIMITATIONS ON FREQUENCY AND DOLLAR AMOUNTS OF TRANSFERS

There are NO limitations on the FREQUENCY or DOLLAR AMOUNT of the transfers you can make with your CMU MAVcard. However, you may not make a purchase or other transfer that exceeds the current cash balance in your CMU MAVcard Account.

4. PRE-AUTHORIZED TRANSFERS

You CANNOT use your CMU MAVcard to make pre-authorized transfers.

5. TRANSFERS FROM CMU MAVcard FLEX ACCOUNT and MAVmoney ACCOUNT

You CANNOT transfer money from your MAVmoney Account to your MAVcard Flex Account. The MAVmoney Account is for Campus Dining meal plans only and can only be used in campus food service locations on campus and UTEC. Money can be transferred from your MAVcard Flex Account to a MAVmoney Account.

6. If CMU does not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. CMU will not be liable, for instance:

- a. If, through no fault of ours, you do not have enough money in your account to make the transfer.
- b. If the terminal system was not working properly and you knew about the breakdown when you started the transfer.
- c. If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.

CONFIDENTIALITY

The University may disclose information to third parties about your CMU MAVcard Account:

1. When it is necessary to complete a transfer;
2. To comply with lawfully issued subpoenas and government agency or court orders; or
3. If you give the University advance written permission to do so.

YOUR RIGHT TO RECEIVE DOCUMENTATION OF TRANSFERS—PERIODIC STATEMENTS

1. RECEIPTS

Card Reader and Point-of-Sale Terminal Purchases. You can get a receipt for any purchase or other transfer you make from any card reader or point-of-sale terminal operated by a cashier.

2. ACCOUNT STATEMENTS

You will receive a periodic account statement for your CMU MAVcard Account. Your statement will be sent via email if your email address is provided to the CMU MAVcard Office; otherwise the statement will be mailed to your permanent address. You will receive a monthly account statement unless there are no transfers in a particular month. In any case, you will get the statement at least quarterly or by calling the office during regular business hours. By Fall 2005, you may also view your monthly account on-line. For more information about on-line account information, please contact the CMU MAVcard Office.

CHANGE OF TERMS NOTICE

The University will mail you a written notice within 21 days before the effective date of any change in the terms and conditions governing your CMU MAVcard and CMU MAVcard Account if the change will result in:

1. New or increased fees;
2. Increases in your liability;
3. Fewer types of transfers becoming available; or
4. New or stricter limitations on the frequency or dollar amount of transfers

