

Mason Money Account Agreement

USE OF YOUR MASON ID CARD

**Unauthorized access of a Mason Money account is a criminal offense
and will be prosecuted to the full extent of the law.**

MASON MONEY - INITIAL ACCOUNT DISCLOSURES

Electronic fund transfer services permit cardholders and others to transfer funds without the use of cash or checks. Mason Money is a debit card service using the George Mason ID Card (Mason ID) to provide a fast, safe and convenient way to make purchases (via electronic funds transfers) from cardholder accounts at many locations throughout the George Mason University (University) campus and at some off-campus locations. Cash cannot be withdrawn from Mason Money accounts. The Electronic Described herein are important notices regarding cardholder rights and your agreement with the University. Please retain this disclosure for future reference.

I. DISCLOSURE OF CONSUMER'S LIABILITY FOR UNAUTHORIZED TRANSFERS

Notify the Mason Card Office (MCO) at once if a Mason Card has been lost or stolen. The Mason Money Online Card Office (MMOCO) has an option to activate or deactivate the use of Mason Money available at the following web site. <http://masonmoneyonline.gmu.edu>. The card can only be activated or deactivated using the MMOCO, via email from the university provided e-mail account or personally visiting the MCO in Student Union Building I (Sub 1). Telephone (703) 993-2870 or email (masonid@gmu.edu) are the additional ways to report and keep possible losses down. Cardholder may lose up to five hundred dollars (\$500) in the account if a lost or stolen card is not reported in a timely manner. If cardholder notifies MCO of lost/stolen card within two (2) business days, the cardholder will be responsible for no more than fifty dollars (\$50) of unauthorized/fraudulent charges that occur before notice to the University. If cardholder does not notify MCO within two (2) business days of learning of lost/stolen card and MCO can prove notification would have stopped misuse of card, cardholder may lose as much as \$500 from the account for unauthorized/fraudulent charges. If cardholder statement indicates transfers the cardholder did not make, notify MCO at once. See IX. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

II. DISCLOSURE OF TELEPHONE NUMBER AND ADDRESS TO BE NOTIFIED IN EVENT OF UNAUTHORIZED TRANSFER

If cardholder believes Mason Card has been lost or stolen or that someone has transferred or may transfer money from the account without permission, immediately call:

(703) 993-2870 (24 hrs/day)

or write:

**George Mason University
Mason Card Office
4400 University Drive, MSN 5A5
Fairfax, VA 22030**

or visit:

**<http://masonmoneyonline.gmu.edu> and
follow directions for deactivating your card**

or email:

masonid@gmu.edu

If cardholder calls MCO (703) 993-2870 after business hours, the call will be answered by an automated system and will be time and date stamped. If proper notification of lost or stolen card is sent via email, the message will be considered received according to the sent time on the email. Whether by phone, mail, or email, cardholder must provide (i) full name, (ii) university ID number and (iii) details of loss/theft and/or of any unauthorized use. If all information is properly provided, cardholder will not be held liable for any unauthorized/fraudulent card activity that occurs after the card is properly reported lost or stolen.

III. DISCLOSURE OF WHAT CONSTITUTES BUSINESS DAY OF INSTITUTION

MCO business days are Monday through Friday 8:30 A.M. to 5:00 P.M. and may be open on weekends at the beginning of each semester. Please check website (<http://masonmoney.gmu.edu>) for specific days. Holidays are not included.

IV. DISCLOSURE OF TYPES OF AVAILABLE TRANSFERS AND LIMITS ON TRANSFERS

a.) *Account access* - Cardholder may use the Mason ID to (1) Make cash contributions to personal Mason Money account at the Mason Card Office in the Sub 1 via the MCO web-site at <http://masonmoneyonline.gmu.edu>, and at various self-service locations throughout campus. (2) Pay for purchases at merchants that have agreed to accept Mason Money. Some of these services may not be available at all terminals. b.) *Limitations on frequency of transfers* - For security reasons, there are limits on the number of transfers cardholder can make using MCO terminals and/or point-of-sale transfer services. c.) *Limitations on dollar amounts of transfers* - For security reasons, there may be limits on the dollar amounts of transfers.

V. DISCLOSURE OF CHARGES FOR TRANSFERS OR RIGHT TO MAKE TRANSFERS

There are no charges for using Mason Money. Balances left in the account will carry over to the next semester and from year to year as long as cardholder maintains an active student or active employee relationship with the University. Refunds are available by written request when cardholder's relationship with the University is terminated (either through graduation, withdrawal, or leaving employment). A service charge of \$25.00 will be assessed for refund requests. A one-year grace period is allowed once your relationship with the University has been terminated to request a refund. Failure to request a refund will result in account closure and an \$25.00 service charge. Any remaining balance after the service charge is applied will be submitted to the students account. If there is a zero balance on the student's account then the remaining funds will be submitted to the Commonwealth of Virginia as unclaimed property.

VI. DISCLOSURE OF THE UNIVERSITY'S LIABILITY FOR FAILURE TO MAKE TRANSFERS

If MCO does not properly complete a transfer to or from the account according to the agreement with cardholder, MCO may be liable for direct, pecuniary losses or damages caused by the negligence or fault of MCO. However, there are some exceptions. MCO will not be liable, for instance:

1. If, through no fault of MCO, cardholder's account does not contain enough money to complete the transfer.

2. If the Mason Money reader was not working properly and cardholder knew about the malfunction before starting the transfer.
3. If circumstances beyond MCO's control prevent the transfer. These circumstances may include, but are not limited to, any of the following events: fire, flood, or other catastrophe, legal acts of public authorities, strikes, riots, demonstrations, failure of communications or power supply or mechanical difficulties with the equipment which could not be reasonably foreseen or provided against.
4. If your account has been blocked to prevent unauthorized usage.
5. There may be other exceptions.

In no case will MCO be liable for any indirect or consequential damages.

VII. DISCLOSURE OF ACCOUNT INFORMATION TO THIRD PARTIES

MCO will disclose information to third parties about cardholder's account or the transfers made: (1) Where it is necessary for completing transfers; or (2) In order to verify the existence and condition of cardholder's account to a third party, such as a credit bureau or merchant, or (3) In order to comply with government agency or court orders, or (4) If cardholder gives MCO written permission via gm.u.edu email account.

VIII. DISCLOSURE OF RIGHT TO RECEIVE DOCUMENTATION OF TRANSFERS

(a) *Terminal transfers.* Cardholder may obtain a receipt at the time of transfer to or from the account using one of Mason Money Online Card Office staffed point-of-sale terminals. Cardholder will not receive a receipt from a reader attached to computer lab printing or copy machine. However, these machines will display the transaction amount and resulting account balance on the LED read-out attached to the machine. (b) *Pre-authorized credits.* There are no pre-authorized transfers to the Mason Money system. (c) *Periodic statements.* Statements and other information regarding your Mason Money debit account may be sent via electronic mail or US mail at the address you have provided to the University. Cardholder should promptly notify MCO in writing of any address change or change the address via <http://masonmoneyonline.gmu.edu>. Cardholder may come by the office anytime during regular business hours and MCO will provide cardholder with one account statement per month free of charge.

IX. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

If cardholder believes statement or receipt is wrong or if more information is needed about the transfer listed on the statement or receipt, immediately call:

(703) 993-2870

or write:

**George Mason University
Mason Card Office
4400 University Drive, MSN 5A5
Fairfax, VA 22030
Email: masonid@gmu.edu**

MCO must hear from cardholder no later than sixty (60) days after the statement on which the transaction first appeared is available.

When calling or writing regarding suspect transactions:

1. Give full name and university ID number.
2. Describe the error or the transfer that is in question, and explain as clearly as possible why there may be an error or why more information is needed.
3. Give the date and dollar amount of the suspected error.
4. Give telephone number where MCO may contact cardholder during normal business hours.

If cardholder notifies MCO by telephone or otherwise, the office may require that cardholder send written description of the problem within ten (10) business days after initial oral notification. MCO will inform cardholder of the results from investigation within ten (10) business days after notification and will correct any error promptly. If MCO needs more time, however, it may take up to forty-five (45) calendar days to complete the investigation. In this case, MCO will provisionally re-credit cardholder's account on the tenth business day for the amount that is believed to be in error. Cardholder will have the use of the money during the time it takes to complete the investigation. If MCO asked for a written description of the problem and did not receive it within ten (10) business days, MCO may not provisionally re-credit cardholder's account.

If the investigation proves there was no error, MCO will send a written explanation within three (3) business days after completion of the investigation and will debit the amount which was provisionally credited. If sufficient funds are not available, cardholder must pay sufficient funds to MCO to cover any balance due, within five (5) days of MCO sending written demand for payment. Cardholder may request copies of documents used in the investigation.

X. INSUFFICIENT FUNDS

The University reserves the right to charge any insufficiency in a cardholder's Mason Money account to that cardholder's university account without notice to the cardholder. Failure to pay charges to the cardholder's university account may result in transcripts being withheld and the inability to register for classes or graduate.

XI. RIGHT OF SET-OFF

The University reserves the right of set-off and may charge your Mason Money account for any debts or liabilities you owe to the University. The University may exercise its right of set-off at any time and for any reason allowed by law. The University will not be liable for the dishonor of any debit or proposed debit when the dishonor occurs because of a set-off debt or fee against the account. The University may exercise the right of set-off even if it results in denial of a debit or proposed debit.

XII. EFFECTIVE DATE AND CHANGE IN TERMS

The terms of this Agreement apply to all current and new debit account relationships you have or hereafter enter into with the University. The University may change the terms of this Agreement. The University will deliver a written notice at least twenty-one (21) days before the effective date of any change in a term or condition if the change would result in increased fees or charges, increased liability for the cardholder, fewer types of available electronic fund transfers or stricter limitations on the frequency or dollar amounts of transfers. Prior notice need not be given where an immediate change in terms or conditions is necessary to maintain or restore the security of an electronic fund transfer system or account. However, if a change is to be made permanent, the University shall provide written notice of the change to the cardholder on or with the next regularly scheduled periodic statement or within thirty (30) days, unless such disclosure would jeopardize the security of the system or account.

XIII. OTHER CARDHOLDER RULES AND RESPONSIBILITIES

Mason Money is non-transferable. Only the person pictured on the Mason Card is authorized to spend Mason Money from that account. The cardholder may be required to sign a receipt for goods or services received. Cash cannot be withdrawn from Mason Money accounts (refer to section V. above for refund policy). The cardholder is responsible for maintaining a valid Mason Card which is in proper working condition. The University reserves the right to terminate a cardholder's account privileges at any time without notice. A cardholder may terminate account privileges at any time by notifying MCO in writing:

**George Mason University
Mason Card Office
4400 University Drive, MSN 5A5
Fairfax, VA 22030
or Email: masonid@gmu.edu**

If a Mason ID is lost, stolen or misplaced, report it immediately: Call **(703) 993-2870** (if asked to leave a message, the call will be time and date stamped) or email **masonid@gmu.edu**, and provide (i) full name, (ii) university ID number and (iii) details of loss/theft and/or of any unauthorized use. Or go to <http://masonmoneyonline.gmu.edu> 7 days/week, 24 hrs/day and follow the directions for deactivating your card. Cardholder will not be held responsible for any unauthorized/fraudulent transactions after the time the card is properly reported as lost or stolen.

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