

## Action Card Terms of Use Disclosure Statement

### Action Card Business Office Information

Location:	315 Hackberry Lane Transportation Hub Deck (Bus Hub) Room 170	Hours:	Monday-Friday, 8am – 5pm <i>(All University holidays are observed)</i>
Address:	The University of Alabama Action Card Office Box 870355 Tuscaloosa, AL 35487-0355	Phone:	(205) 348-2288
		Web:	actcard.ua.edu
		Social Media:	Facebook – Action Card Office Instagram – Action Card Office X – Action Card Office

### Action Card

- The use of any credential form of the Action Card is subject to all terms, conditions, rules, and regulations contained in this Action Card disclosure statement. Unless otherwise noted, all references herein to “UA,” “The University of Alabama,” or “the University” mean The Board of Trustees of the University of Alabama, by and through The University of Alabama.
  - Action Card credential forms may consist of, but are not limited to, physical card, mobile card and/or Watch or other types of wearable credential(s). The term Action Card as used in this document will cover all officially issued credential forms by the University of Alabama’s Action Card Office used to access Action Card services, accounts, events, and facilities.
- The Action Card is the University of Alabama’s official photo identification card.
- **By using an Action Card in any manner, the cardholder agrees to comply with and be subject to the terms set forth in this Disclosure Statement.**
- The Action Card Office has the right to determine eligibility to receive an Action Card and, if issued, the credential type of Action Card produced.
  - Action Card Mobile First process for eligible student credential requests

- Eligibility is defined as either confirmed enrollment for the current active term or current eligibility based on enrollment for an upcoming Orientation session, first time UA Graduate student upcoming term enrollment or first time UA Online student enrollment.
  - Details on access to online mobile card credential services for provisioning are accessed under <https://actcard.ua.edu/>
    - Students are permitted one eligible phone plus one eligible watch/wearable
      - iOS device eligibility can be found at <https://actcard.ua.edu/mobileactioncard>
      - Android device eligibility can be found at <https://actcard.ua.edu/mobileactioncard>
      - iOS devices are titled ACT Card in Apple Wallet and Android devices are titled ACT Card in Google Wallet or Samsung Wallet
    - Transact Campus eAccounts mobile app is required to be loaded and retained on the eligible mobile card device for provisioning and retention of the mobile card credential
    - There are no Action Card fees associated for eligible mobile card provisioning for a new or replacement mobile card credential
- Mobile First means all new students receive access to the mobile card program as their official UA ID card unless the student does not have an eligible device.
  - Dual mobile card and physical card credentials will not be issued to a student.
  - For damaged mobile devices, Action Card, during regular business hours, may issue a temporary physical card to the student for a limited time to allow them time to either repair or replace their damaged device. After hours or holidays, temporary cards are available from the University of Alabama's Public Safety Dispatch Office <https://actcard.ua.edu/faq/>
- Student physical card replacement requests are also directed to mobile card assuming the student has an eligible device.
- Should a student not have an eligible device, the student is requested to contact the Action Card Office for an appointment and asked to bring their current device with them.
  - Action Card staff will verify their device eligibility and, if needed, Action Card staff will produce an NFC chip physical Action Card.
    - If the student receives a physical card, the Action Card Office will de-activate mobile card access on their account until they notify the Action Card Office they have an eligible device. Physical card must be returned if student wishes to have mobile card access reactivated on their account.
    - There is an Action Card fee associated with replacement of a physical Action Card credential. Action Card fees schedule can be located at <http://actcard.ua.edu/policies-and-fees/>.

For lost physical cards for students who do not have an eligible device, Action Card staff, during regular business hours, may issue a temporary physical card for a limited time to allow the student time to either find or replace their physical card. Temporary cards are available after hours or on holidays from the University of Alabama's Public Safety Department Dispatch Office <https://actcard.ua.edu/faq/> See **Notification and Replacement Procedures for Lost/Stolen Card or Unauthorized Card Use** below on page 11.

- Action Card Mobile First process for eligible Faculty and Staff credential requests.
  - Eligibility is defined as current UA employment as determined by UA Human Resources criteria.
    - Details on access to online mobile card credential services for provisioning are accessed under <https://actcard.ua.edu/>
      - Transact Campus eAccounts mobile app is required to be loaded and retained on the eligible mobile card device for provisioning and retention of the mobile card credential
    - Faculty and staff are permitted one eligible phone plus one eligible watch/wearable
      - iOS device eligibility can be found at <https://actcard.ua.edu/mobileactioncard>
      - Android device eligibility can be found at <https://actcard.ua.edu/mobileactioncard>
      - iOS devices are titled ACT Card in Apple Wallet and Android devices are titled ACT Card in Google Wallet or Samsung Wallet
    - Physical cards are available for faculty and staff as necessary for their work environment
    - There are no Action Card fees associated for eligible mobile card provisioning for new or replacement mobile card credentials
    - There is an Action Card fee associated with replacement of a physical Action Card credential. Action Card fees schedule can be located at <http://actcard.ua.edu/policies-and-fees/>.
    - For lost physical cards and/or lost mobile devices for faculty and staff, Action Card, during regular business hours, may issue a temporary physical card for a limited time to allow the employee time to either find or replace their physical card. Temporary cards are available after hours or on holidays from the University of Alabama's Public Safety Department Dispatch Office <https://actcard.ua.edu/faq/> See **Notification and Replacement Procedures for Lost/Stolen Card or Unauthorized Card Use** below on page 11.
- Multi-factor authentication is required through use of your myBama login/password and DUO for any mobile card activity such as create, suspend, resume, or remove from the Wallet.
- Create, suspend, resume, or removal of mobile cards can be completed by following the instructions found at <https://actcard.ua.edu/mobileactioncard/> for ACT Card in Apple Wallet or ACT Card in Google Wallet or Samsung Wallet

- Other UA approved and issued wearable NFC chip technology is limited to participation in a UA approved function or activity and restricted to the start and stop dates assigned to the specific function or activity.
- Replacement of credentials are authorized for current term student enrollment or current UA employment based on the Mobile First processes listed above for student and faculty/staff categories. For other customer categories, verification of current need for an Action Card for campus services will be verified. The Action Card Office has the right to determine eligibility to receive a replacement Action Card and, if issued, the credential type of Action Card produced.
  - Action Card fees schedule can be located at <http://actcard.ua.edu/policies-and-fees/>.
    - A current and valid government issued photo ID, such as a state driver's license, state ID card, US government ID, or passport is required for identification validation for receipt of a cardholder's first Action Card credential and may be required for replacement credential requests. Validation of identity documents will mainly occur electronically under secure cardholder multi-factor authentication logins and in-person if necessary.
- The cardholder agrees that the Action Card is the property of the University of Alabama and must be returned to University officials upon request for physical card credentials and/or services suspended or retired for mobile credential(s). The cardholder also understands and agrees that the University can cancel or terminate a card's services or credentials at any time, in its sole discretion.
- The University may require presentation of the cardholder's Action Card credential for identification, access to multiple University services, events, and facilities, as well as access to Action Card debit card funds for on and off campus authorized locations
  - For identification requests:
    - For mobile card credentials within iOS devices, open the Wallet folder on the device and select the Action Card to display. For Android devices, open Google Wallet or Samsung Wallet on the devices and select the Action Card to display.
      - A photo of the mobile Action Card is not accepted
    - For physical card credentials, the cardholder's latest and active physical Action Card is presented
  - For access to services where Action Card is required
    - For physical card credential, tap or swipe the Action Card at the Action Card reader
    - For mobile card credentials, place your mobile device near the Action Card reader
- The latest Action Card credential type received by the cardholder should be carried at all times by the cardholder
- Handle your physical Action Card with care as it does contain internal components
- Your Action Card credential(s) are non-transferable, for personal use only, and may not be shared
  - Violation of this is subject to disciplinary action
- Unauthorized use, tampering, or alteration may result in disciplinary action

- Violation of University policy may result in loss of Action Card privileges
- There is no charge by the University to the cardholder for use of the Action Card credential(s)
- Cash withdrawals from the cardholder’s Action Card debit account(s) are not permitted
- Damage to a physical Action Card credential, other than normal wear and tear, as determined by Action Card personnel, will result in a card replacement fee
- University Student Account Services student financial policies can be located at <https://studentaccounts.ua.edu/>

**Terms for Adding Your Student Identification to a Third Party Digital Wallet**

These Terms for Adding Your Student Identification to a Third Party Digital Wallet (the “Terms”) apply when adding your school-issued identification card (“Student ID”) to a digital wallet on an eligible iOS or Android based device or other payment service managed or owned by a third party (“Digital Wallet”). In these Terms, “you” and “your” refer to the holder of the Student ID, and “we,” “us,” and “our” refer to The Board of Trustees of The University of Alabama, by and on behalf of The University of Alabama.

When you add your Student ID to a Digital Wallet, you agree to these Terms:

1. Service. We have entered into an agreement with Transact Campus to allow eligible recipients of a Student ID to provision their Student ID to a Digital Wallet on an iOS and Android based device. The Digital Wallet will permit you to use your device to (i) make contactless payments at merchants’ contactless-enabled point-of-sale terminals or readers that accept contactless payments using a mobile card and (ii) access certain facilities (“Service”). By placing your iOS- or Android-based device near a merchant’s contactless-enabled point-of-sale terminal or reader, you are authorizing the payment for the merchant’s products or services with the Digital Wallet through the Service.
2. Adding Your Student ID. You can add an eligible Student ID to a Digital Wallet by reviewing instructions found at <https://actcard.ua.edu/> and <https://actcard.ua.edu/mobileactioncard/> . Only Student IDs that we determine are iOS and Android eligible can be added to a Digital Wallet. We may determine eligibility criteria in our sole discretion. We reserve the right to terminate our participation in the Service, a Digital Wallet, or with a Digital Wallet provider at any time and the right to designate a maximum number of Student IDs that may be added to a Digital Wallet.
3. Your Student ID Does Not Change. The terms and agreement that govern your Student ID and enrollment with us do not change when you add your Student ID to the Digital Wallet. Prior student application and enrollment agreements you have agreed to are incorporated by reference as part of these Terms. The Digital Wallet simply provides another way for you to make purchases or other transactions or access certain facilities with the Student ID.
4. Fees. We do not charge you any additional fees for adding your Student ID to the Digital Wallet or using your Student ID in the Digital Wallet. The Digital Wallet provider and other third parties such as wireless companies or data service providers may charge you fees. You are solely responsible for reporting and paying any applicable taxes arising from transactions originated using your Student ID information transmitted by a Digital Wallet and you shall comply with any and all applicable tax laws in connection therewith.
5. We Are Not Responsible for the Digital Wallet. We are not the provider of the Digital Wallet, and we are not responsible for providing the Digital Wallet service to you. We are only responsible for supplying information securely to the Digital Wallet provider to allow usage of the Student ID in the Digital Wallet. We are not responsible for any failure of the Digital Wallet, for any errors, delays caused by or the inability to use the Digital

Wallet for any transaction. We are not responsible for the performance or non-performance of the Digital Wallet provider or any other third parties regarding any agreement you enter into with the Digital Wallet provider or associated third-party relationships that may impact your use of the Digital Wallet. We are not responsible for the security of your data in a Digital Wallet or any breach of that data.

6. **Transaction History.** You agree and acknowledge that the transaction history displayed in the Digital Wallet solely represents our authorization of your Digital Wallet transaction and may not reflect complete information about the transaction, nor any post-authorization activity, including but not limited to clearing, settlement, foreign currency exchange, reversals, returns or chargebacks. Accordingly, the purchase amount, currency, and other details for the Digital Wallet provider's transaction history in connection with use of your Student ID in the Digital Wallet may be preliminary and/or incomplete, and may not match the transaction amount that ultimately clears, settles, and posts to your Student IDs' billing statement or other relevant billing statement, which shall be deemed the prevailing document.
7. **Contacting You Electronically and by email or through Your Mobile Device.** You consent to receive electronic communications and disclosures from us in connection with your Student ID and the Digital Wallet. You agree that we can contact you by email at any email address you provide to us or through the mobile device on which you have provisioned for the Student ID. It may include contact from companies working on our behalf to service your accounts. You agree to update your contact information with us when it changes.
8. **Removing Your Student ID from the Digital Wallet.** You should contact the Digital Wallet provider on how to remove a Student ID from the Digital Wallet. You have the option of utilizing the removal feature on the Digital Wallet directly or may contact the Action Card Office for assistance. We can also block or retire a Student ID in the Digital Wallet from purchases or other card related transaction types at any time.
9. **Governing Law and Disputes.** If any disagreement arises between the parties hereto relating to the interpretation or implementation of any part of these Terms, the parties shall first attempt to amicably resolve such dispute by agreement between them. The Board of Trustees of the University of Alabama does not waive and specifically reserves all immunities to which it is entitled by the constitution, laws, and statutes of the United States and the State of Alabama, including, without limitation, the immunities contained within Article 1, section 14, of the Constitution of Alabama and Ala. Code § 36-1-12 (1975). Any claim against The Board of Trustees of the University of Alabama must be made through the Alabama State Board of Adjustment. Any provisions of this Agreement that may be considered a consent to suit or a waiver of immunity by The Board of Trustees of the University of Alabama is hereby stricken and rendered null and void. Alabama law, without regard to its conflicts of law provisions, shall exclusively apply to these Terms and any dispute involving The Board of Trustees of the University of Alabama.
10. **Ending or Changing these Terms; Assignments.** We can terminate these Terms at any time. We can also change these Terms, or add or delete any items in these Terms, at any time. Your use of a Student ID in a Digital Wallet after we have made such changes available will be considered your agreement to the changes. We will provide notice if required by law. Furthermore, subject to applicable law, at any time we may (i) terminate your use of any Student ID in connection with a Digital Wallet, (ii) modify or suspend the type or dollar amounts of transactions allowed using Student IDs in connection with a Digital Wallet, (iii) change a Student IDs' eligibility for use with a Digital Wallet and/or (iv) change the Student ID authentication process. You cannot change these terms, but you can terminate these Terms at any time by removing your Student ID from the Digital Wallet. You may not assign these Terms.
11. **Privacy.** You agree that we may share your information with the Digital Wallet provider, merchants, a payment network, and others in order to provide the services you have requested, to make information available to you about your Student ID transactions, and to improve our ability to offer these services. We do not control the

privacy and security of your information that may be held by the Digital Wallet provider and that is governed by the privacy policy given to you by the Digital Wallet provider.

12. Notices. We can provide notices to you concerning these Terms and your use of a Student ID in the Digital Wallet by posting the material on our website, through electronic notice given to any electronic mailbox we maintain for you or to any other email address or telephone number you provide to us, or by contacting you at the current address we have on file for you.
13. Limitation of Liability; No Warranties. WE ARE NOT AND SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE, OR INJURY OR FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING FROM OR RELATED TO YOUR ADDING A STUDENT ID TO A DIGITAL WALLET, OR YOUR ACCESS OR USE OF A DIGITAL WALLET. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS OF ANY KIND (EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT OF PROPRIETARY RIGHTS) AS TO ANY AND ALL DIGITAL WALLETS AND ALL INFORMATION, PRODUCTS AND OTHER CONTENT INCLUDED IN OR ACCESSIBLE FROM THE DIGITAL WALLETS.
14. Questions. Contact information: See information on Page 1, Action Card Business Office Information

### **Action Card Accounts**

The cardholder agrees to use and maintain the University issued Action Card credential(s) to access their Action Card account(s) funds for payment of services at authorized locations. The Action Card cardholder is responsible for all authorized transactions. This will include transactions where communications are down, and the transaction completes once communications are re-established.

There are no daily dollar and/or usage limits on Action Card debit card transactions as long as the cardholder does not exceed the funds available in the cardholder's Action Card debit account.

1. Dining Dollars <https://bamadining.ua.edu/dining-dollars/> : All undergraduate students enrolled in 9 credit hours or more on campus, for the first time since Summer term 1996, will participate in the Dining Dollars program. The Dining Dollars fee of \$350 is charged to the student account automatically when the 9 main campus credit hour criteria is met in the Fall and Spring semesters. A \$100 Dining Dollars fee is also charged during the Summer semester when undergraduate students are enrolled in 5 main campus credit hours or more.
  - a. Dining Dollars funds are accessed by the student's Action Card credential(s). Dining Dollars funds will automatically download to the student's Action Card Dining Dollars debit account, and become available for purchases at authorized participating locations (see below), based on the following criteria:
    - i. University's semester import start date;
    - ii. Student is enrolled for the current semester;
    - iii. Student meets eligibility requirements listed above;
    - iv. Student account is financially cleared at Student Account Services. See <https://studentaccounts.ua.edu/> for additional details.

For eligible students who are financially cleared at Student Account Services after the semester import

start date, Dining Dollars funds will be automatically credited to the student's Dining Dollars account at the next regularly scheduled import. Imports are scheduled three times daily. Funds are available immediately upon import to the student's Action Card account.

- b. Participating locations include: All Bama Dining locations <https://bamadining.ua.edu/locations/> , including all approved on-campus dining locations, approved food trucks and off campus Tuscaloosa or Northport, AL merchants (See <https://bamadining.ua.edu/dining-dollars/> ), and campus vending and snack machines
  - c. Dining Dollars Fall semester balances carryover to the Spring term.
  - d. Additional funds cannot be added to Dining Dollars accounts. See Bama Cash section below for information on the voluntary Action Card debit account deposit option.
  - e. For student's Action Card accounts, where the student has both Dining Dollars and Bama Cash accounts, at any authorized Dining Dollars locations (1b above), the Action Card system will first attempt to use Dining Dollars funds for payment. If cardholder has insufficient Dining Dollars funds for the purchase, the Action Card system will then attempt to use Bama Cash funds for payment. Should both accounts have insufficient funds for the payment, the transaction will be denied by the Action Card reader.
  - f. Any purchases made with the cardholder's Action Card, at on and off-campus participating authorized locations, will automatically be deducted from the cardholder's Action Card debit account at the time of purchase. Should there be a delay in transmittal of the transaction payment funds, those funds will be deducted immediately upon receipt of resumption of connectivity between the Action Card reader and the Action Card system. On and off campus merchants may decline to accept transactions should there be an interruption of service between the reader and the Action Card system.
    - i. Should the cardholder's account contain insufficient funds, the cardholder will be notified to deposit funds to cover such transactions within five business days or, for currently enrolled students, the total due will be added to the cardholder's account at Student Account Services for billing and collection while, for non-enrolled students, the charges will be sent to the Student Account Services for collection. Please see Financial Responsibility Agreement <https://studentaccounts.ua.edu/delinquent-accounts-or-retained-checks/>
  - g. eAccounts online and mobile app options provide the cardholder on demand detailed Dining Dollars transaction activity.
  - h. Dining Dollars Exemption information and Request Form can be found at <https://bamadining.ua.edu/dining-dollars/> . Cardholder appeals for exemption from Dining Dollars must be filed with and approved by the University. If a decision to exempt is made, the exemption is final for the cardholders stay at the University.
2. Bama Cash <https://actcard.ua.edu>: An optional debit account, assigned to all students, faculty, and staff or to special groups or programs associated with the University, for voluntary deposit funds by the cardholder, department, or group, allowing their Action Card credential(s) to be utilized for payment of goods and services at participating authorized on and off-campus merchants. For a complete list of participating merchants <https://actcard.ua.edu/locations/> . Bama Cash funds are accepted at all Dining Dollars authorized locations plus more on and off-campus locations where Dining Dollars are not accepted.



- a. Funds can be deposited online from eAccounts <http://actcard.ua.edu/>, under Transact eAccounts mobile app, under Action Card on UA's mobile app, by phone (number listed on Page 1 during business hours), at the Action Card Office (location listed on Page 1 during business hours) or at University Library kiosks (during Library hours).
  - i. \$10 minimum deposit required for online, mobile app, and Action Card phone options
  - ii. \$1 minimum deposit required at the Action Card Office or Library Kiosks
- b. Debit cards, credit cards (Visa, MasterCard, Discover, American Express, Apple, Google, or Samsung Pay), check and cash accepted for deposits to Bama Cash.
  - i. For returned checks for currently enrolled student accounts, a Returned Check Fee (per check) will be assessed on the student's account at Student Account Services and those deposit funds will be reversed.
    1. Should the cardholder have made purchases against those funds prior to the return check notification, the value of those purchases will be immediately assessed on the cardholder's account at Student Account Services.
  - ii. For faculty, staff, programs, or group returned checks, a Returned Check Fee (per check) will be assessed with payment due to the Action Card Office and those deposit funds reversed on the cardholder's Bama Cash account.
    1. Should the cardholder have made purchases against those funds prior to the return check notification, the value of those purchases will be immediately turned over to Student Account Services for collection.
- c. Bama Cash funds are immediately available on the cardholder's Action Card credential(s) upon successful completion of the deposit transaction.
- d. Any purchases made with the cardholder's Action Card credential, at on and off-campus participating authorized locations, will automatically be deducted for the cardholder's Action Card debit account at the time of purchase. Should there be a delay in transmittal of the transaction payment funds, those funds will be deducted immediately upon receipt of resumption of connectivity between the Action Card reader and the Action Card system.
  - i. Should the cardholder's account contain insufficient funds, the cardholder will be notified to deposit funds to cover such transactions within 5 business days or, for students, the total due will be sent to the cardholder's account at Student Account Services for collection.
- e. For student's Action Card accounts, where the student has both Dining Dollars and Bama Cash accounts, at any authorized Dining Dollars locations (1b above), the Action Card system will first attempt to use Dining Dollars funds for payment. If cardholder has insufficient Dining Dollars funds for the purchase, the Action Card system will then attempt to use Bama Cash funds for payment. Should both accounts have insufficient funds for the payment, the transaction will be denied by the Action Card reader.
- f. eAccounts online and mobile app options provide the cardholder on demand detailed Bama Cash transaction activity.

3. Action Card Student Debit Account Refund Policy:
4. Fall balances in Dining Dollars carry over to the Spring semester. Any unspent funds remaining in Dining Dollars after Spring semester will be transferred to the cardholder's Bama Cash account. Any unspent funds remaining in Dining Dollars after Summer semester will be transferred to the cardholder's Bama Cash account. Students who do not wish to use Bama Cash can request that the unspent balance be credited to their student account at Student Account Services. If the cardholder was enrolled for Fall semester only, requests for credit will be accepted after December 1 and processed after the last day to late register for the Spring semester or after the cardholder graduates, officially withdraws, is administratively withdrawn, suspended or leaves the University. Proof of withdrawal, graduation, administrative withdrawal, or suspension is required prior to processing a request for credit at any time in the term other than the end of Spring semester.
5. Requests for credit from cardholders of unspent Bama Cash account funds will be accepted after April 15th and processed only after the last day of published final examinations for the Spring semester if the cardholder was enrolled in the Spring semester. If the cardholder was enrolled for Fall semester only, requests for credit will be accepted after December 1 and processed after the last day to late register for the Spring semester or after the cardholder graduates, officially withdraws, is administratively withdrawn, suspended or leaves the University. Proof of withdrawal, graduation, administrative withdrawal, or suspension is required prior to processing a request for credit at any time in the term other than the end of Spring semester.
6. Credits on Action Card accounts for Dining Dollars and Bama Cash are processed when the account balance is \$1 or more and a written request for credit is submitted. **When a request is received, any unspent funds are forwarded to The Office of Student Account Services and credited against any outstanding amounts on the cardholder's account. You may then contact the Office of Student Account Services for further details on how to receive your refund.**
7. Dining Dollars and Bama Cash Credit Request Form can be found at <https://enterpriseoperationsforms.ua.edu/creditrequestform>
8. Refunds are not effective until approved by the University.
9. Action Card Non-Student Debit Account Refund Policy: Refund requests should be made in writing or emailed to the Action Card Office [action.card@ua.edu](mailto:action.card@ua.edu). Once approved, a refund check will be issued to the cardholder's last known address. No cash refunds will be authorized.
10. Inactive Action Card Debit Card Accounts: For cardholder debit accounts, in which no written request for refund has been received by the appropriate University office(s), and which remain inactive for one year will be charged an annual fee of \$25. Debit account activity will be reviewed annually, and the account fee assessed each year by July 30, where appropriate.

### **Meal Plan Accounts on the Action Card**

University purchased Meal Plans <https://bamadining.ua.edu/meals-plans/> will be accessed by students, faculty, staff, and applicable special programs, by presenting the Action Card credential at campus Meal Plan Dining Hall facilities to verify the cardholder has an active Meal Plan count and deduct the appropriate Meal Plan Count from the Meal Plan.

Student Meal Plans: For student purchased Meal Plans for a term, the appropriate Meal Plan counts purchased will automatically download to the student's Action Card credential(s), and become available for Meal Plan purchases at campus Meal Plan locations <https://bamadining.ua.edu/meal-plan-locations/> based on the following criteria:

- University's semester import start date;
- Student is enrolled for the current semester;
- Student meets eligibility requirements listed above;
- Student account is billed for a meal plan by Student Account Services for the current import term.

For eligible students billed for a meal plan by Student Account Services for the current import term after the semester import start date, Meal Plan counts will be automatically credited to the student's Action Card credential(s) at the next regularly scheduled import. Imports are scheduled three times daily. Meal Plan counts are available for the semester based on the Meal Plan facility semester opening dates and upon import to the student's Action Card account. Student meal plans contracts are for the Fall and Spring semesters with billing by semester on the student's account at Student Account Services. Summer is a separate contract purchase period. For Dining Meal Plan transactions, the pre-established usage limit is the maximum of the semester Meal Plan type purchased by the cardholder. Dining Services will determine the semester end dates for termination of meal plan account usage.

1. Meal Plan Terms & Conditions can be found at <https://bamadining.ua.edu/terms-conditions/>
2. Hours of Operation can be found at <https://bamadining.ua.edu/hours-operation/>
3. Residential and Freshman Dining Program <https://bamadining.ua.edu/freshman-dining-program/>  
<http://bamadining.ua.edu/wp-content/uploads/sites/5/2013/07/Freshman-Dining-Program-Exemption-Request.pdf>
4. Greek Alternative Meal Plan Program <https://bamadining.ua.edu/fraternity-sorority/>
5. Commuter Meal Plans <https://bamadining.ua.edu/meal-plans-upperclassmen/>
6. Graduate Student Meal Plans <https://bamadining.ua.edu/graduate/>

Faculty and Staff Meal Plans: Faculty and Staff Meal Plan information can be found at <https://bamadining.ua.edu/faculty-staff-plans/>. Faculty and staff Meal Plan Terms and Conditions can be found at <https://bamadining.ua.edu/faculty-staff-plans/>

1. Faculty and Staff Meal Plans are ordered online [https://ua.campusdish.com/Commerce/Catalog/ShopSubCategory.aspx?category=Faculty\\_and\\_Staff\\_7448&lid=7448&root=Meal\\_Plan](https://ua.campusdish.com/Commerce/Catalog/ShopSubCategory.aspx?category=Faculty_and_Staff_7448&lid=7448&root=Meal_Plan) with full payment due at that time.
2. Bama Dining will add purchased Faculty Staff Meal Plans to the cardholders Action Card to access the Meal Plan
3. Faculty and Staff Meal Plans locations can be found at <https://bamadining.ua.edu/meal-plan-locations/> and hours of operation can be found at <https://bamadining.ua.edu/hours-operation/>

### **Notification and Replacement Procedures for Lost/Stolen Card or Unauthorized Card Use**

Call the Action Card Office IMMEDIATELY at (205) 348-2288 to report lost or stolen credentials or unauthorized usage for all types of Action Card credentials (physical card, mobile card or NFC wearable). For mobile credentials, information on suspending services is available at <https://actcard.ua.edu/> under the FAQ section. Do not wait to report your credential(s) lost or stolen. For after business hours and holidays, you will be directed to contact the University's Department of Public Safety at 205-348-5454. Upon notice of a lost or stolen credential(s), that specific cardholder Action Card credential(s) will be suspended and will not function at any Action Card reader. Once a credential has been suspended but found at a later time, that credential can only be activated for a physical card if a replacement card has not been produced. To reactivate a physical Action Card credential, the cardholder must come in person to the Action

Card Office during business hours and the cardholder should bring an official photo ID with them. For mobile card services, the cardholder can resume through contacting the Action Card Office during business hours or in person with ID at the Action Card Office during business hours.

Should a cardholder be eligible for a replacement physical Action Card (See Action Card section starting on page 1), those can be obtained during business hours at the Action Card Office and must have an active University status. A \$35 replacement card fee will be charged by the University. For cardholders with current term student accounts at Student Account Services, the fee is billed to their student account. For all other cardholders, the \$35 fee must be paid at the time of the replacement card issuance. Accepted forms of payment are debit cards, credit cards (Visa, MasterCard, Discover, American Express and Apple Pay), Bama Cash, check and cash.

Temporary cards are available to students, faculty and staff with active University status, and allow you access to your card services, events and facilities, including debit accounts, for one week from issuance to allow you time to locate your Action Card. Off campus Action Card debit account merchants may opt to not accept temporary cards or require additional forms of ID. Cardholders are requested to bring their driver's license, or another form of ID, when requesting temporary Action Cards. Cardholders with no picture ID available will be verified against their picture in the Action Card's production system. Issuance of a temporary Action Card to a cardholder is at the discretion of the University based on the ability to verify identity and current University status. Temporary cards cannot be used for UA Football Gameday entrance, any other UA Athletic event or UA recreational facilities.

Temporary cards are issued at the Action Card Office during business hours or, after hours or holidays, by the University Department of Public Safety located at 1110 Jackson Avenue, (205) 348-5454 and are valid for 7 days from issuance. Temporary cards must be returned within 2 weeks from issuance (card is only valid for use for 7 days from issuance) or a \$35 fee will be assessed the cardholder. For currently enrolled students, the fee will be billed to the student's account at Student Account Services. For all other cardholder's, should the temporary card not be returned, the fee will be assessed at the time the replacement Action Card is produced (along with the \$35 card replacement fee).

#### **Action Card Cardholder's Liability for Unauthorized Purchases**

If the cardholder believes their Action Card credential(s) has been lost or stolen, cardholder must report at once such loss or theft as noted under Notification and Replacement Procedures for Lost/Stolen Card or Unauthorized Card Use. Failure to notify the appropriate University authorities may result in cardholder losing all funds in cardholder's debit account.

With notification within two business days of cardholder learning of the lost or theft of their Action Card, the cardholder can lose no more than \$50 if someone used the Action Card without cardholder's permission.

Should cardholder not report the loss or theft within 2 business days of learning of such loss or theft, and the University can prove it could have stopped someone from using cardholder's Action Card credential(s) without permission, cardholder's liability for unauthorized purchases shall not exceed \$500.

Should cardholder not report the loss or theft within 60 days of learning of such loss or theft, and the University can prove it could have stopped someone from using cardholder's Action Card credential(s) without permission, cardholder's liability for unauthorized purchases may have no dollar limit.

For transaction inquiries by phone, the cardholder may be required to submit the information in writing within 10 business days to the Action Card Office. The results of the Action Card investigation will be provided to the cardholder within 10 days after the written submittal is received by the Action Card Office and, if applicable, correct any errors. If additional time is necessary, we may take up to 45 days from receipt of the written inquiry to investigate the inquiry. If this is the case, we will recredit the cardholder's account within the 10 days of receipt of the written inquiry. If the University determines there was no error, a written explanation from the Action Card Office will be emailed to the

cardholder within three business days after the investigation is completed. The cardholder may request copies of the documents used in the investigation.

### **Error Resolution Procedures**

Cardholder can access Action Card debit account transaction history online at eAccounts <https://actcard.ua.edu/> (eAccounts online) or through the eAccounts mobile app (this is the mobile app used and retained on the eligible device for mobile card provisioning). Should cardholder believe there is a discrepancy with a transaction or a receipt or would like more information regarding a transaction, contact the Action Card Office immediately but no later than 60 days after the transaction has posted to the cardholder's eAccounts transaction history under eAccounts. The following information should be included in the request:

- Cardholder name and student number
- Description of the transaction(s) in question including merchant name, date, time, and amount
- Reason for the inquiry on the transaction

See above **Action Card Cardholder's Liability for Unauthorized Purchases** for important additional details.

### **Disclosure of Information**

The University may disclose information to third parties about the cardholder's account, usage, or the transfer made: (a) in order to comply with court orders, applicable laws, or other legal obligations; (b) if the cardholder gives written permission; (c) where it is necessary for completing transactions or providing any other service to the cardholder; (d) in order to verify the existence and condition of cardholder's account for a third party; or (e) as reasonably necessary in order to detect fraud, theft, or other improper use of an Action Card or related credentials.

The University may, in its sole discretion and without your consent, disclose your account information internally for use in matters related to the operation of the University or your University enrollment, employment, and/or affiliation, which includes, among other things, using your information in security, student conduct, and/or human resources matters.

### **Documentation of Transfers**

If the point-of-sale terminal is equipped to provide a receipt, the cardholder will receive a receipt at the time of the purchase. The cardholder can access their Action Card debit account transaction online at eAccounts (eAccounts online) <https://actcard.ua.edu/> or through the eAccounts mobile app (this is the mobile app used and retained on the eligible device for mobile card provisioning) for both attended and unattended reader's locations. Authorized merchant locations may require a signature for an Action Card debit account transaction. Balances listed under eAccounts may not reflect any outstanding account activity where communications are temporarily unavailable.

If the University does not complete a transfer to or from the cardholder's debit account within a reasonable period of time or in the correct amount according to the University's agreement with the cardholder, the University may be liable to the cardholder, to the extent permitted by Alabama law, for all damages proximately cause thereby. However, in no event shall the University be liable to cardholder: (a) if, through no fault of the University's, there are insufficient funds in cardholder's account to complete the transfer or purchase; (b) if circumstances beyond the University's control such as fire, flood, power outage, other catastrophes, legal acts of public authorities, strikes, riots, or communications, equipment, or mechanical difficulties or failures which could not be reasonably foreseen prevent completion of the transfer of purchase, despite reasonable precautions which the University has or might have taken; (c) if, through no

fault of the University, there is a delay in transferring data from one University computer system to the Action Card computer system; (d) if the Action Card reader was not working properly and cardholder knew about the malfunction when cardholder started the transfer or purchase; (e) cardholder's funds are subject to legal process or other encumbrance restricting such transfer; or (f) any other published exceptions. Alabama law will apply to any claim made against the University relating to, connected with, or arising from these terms of use or the use, attempted use, or possession of the Action Card. Further, any claim for losses or damages may only be filed with the State of Alabama Board of Adjustment. Nothing contained herein shall be deemed or construed as a waiver of the sovereign immunity of the Board of Trustees of the University of Alabama.

- Should the cardholder's account contain insufficient funds, the cardholder will be immediately notified to deposit funds to cover such transaction(s) as soon as possible after the system is brought on-line and the transaction(s) downloaded to the cardholder's debit account. Should the cardholder not deposit the necessary funds within 5 business days, the cardholder agrees that the total due for all such transactions may be sent to the cardholder's student account at Student Account Services for collection.

### **Miscellaneous**

1. **Governing Law and Disputes.** If any disagreement arises between the parties hereto relating to the interpretation or implementation of any part of these terms of use, the parties shall first attempt to amicably resolve such dispute by agreement between them. The Board of Trustees of the University of Alabama does not waive and specifically reserves all immunities to which it is entitled by the constitution, laws, and statutes of the United States and the State of Alabama, including, without limitation, the immunities contained within Article 1, section 14, of the Constitution of Alabama and Ala. Code § 36-1-12 (1975). Any claim against The Board of Trustees of the University of Alabama must be made through the Alabama State Board of Adjustment. Any provisions of this Agreement that may be considered a consent to suit or a waiver of immunity by The Board of Trustees of the University of Alabama is hereby stricken and rendered null and void. Alabama law, without regard to its conflicts of law provisions, shall exclusively apply to these terms of use and any dispute involving The Board of Trustees of the University of Alabama.
2. **Limitation of Liability; No Warranties.** WE ARE NOT AND SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE, OR INJURY OR FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING FROM OR RELATED TO YOUR ADDING A STUDENT ID TO A DIGITAL WALLET, OR YOUR ACCESS OR USE OF A DIGITAL WALLET. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS OF ANY KIND (EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT OF PROPRIETARY RIGHTS) AS TO ANY AND ALL DIGITAL WALLETS AND ALL INFORMATION, PRODUCTS AND OTHER CONTENT INCLUDED IN OR ACCESSIBLE FROM THE DIGITAL WALLETS.

### **Amendment of Terms of Use**

The University reserves the right to amend the Action Card terms of use from time to time and make reasonable changes to the procedures for card use, which will supersede the terms of use in effect at the time of card activation. Changes can be found at: <https://actcard.ua.edu/policies-and-fees/>