

ID Center

Campus Cash Terms and Conditions

Terms and conditions are subject to change.

Campus Cash Program

Campus Cash is a way to add cash value to your UIS i-card, visitor card, conference card, or value card. You can use Campus Cash to pay for food, books, photocopies, computer printouts, laundry, and other conveniences at UIS.

Campus Cash Administration

Campus Cash is managed by the UIS ID Center.

ID Center
University of Illinois at Springfield
One University Plaza
PAC 124
Springfield, IL 62703-5407
217-206-7718

ID Center Hours

Monday through Friday, 8:30 a.m.–5 p.m.

The ID Center opens at 9 a.m. during the first two weeks of Fall and Spring semesters and the first week of Summer semesters.

Fees for Campus Cash Accounts

- There are no fees charged to open, use, or close a Campus Cash account.
- If an account with a positive balance sustains no activity for 12 months or more, the account will be deemed inactive. A \$5 monthly fee will be assessed against an inactive account until one of the following occurs:
 - Account activity returns it to active status.
 - The account balance reaches \$0.
 - The account has been inactive for 48 months, at which time remaining funds are forfeited to the ID Center.

Deposits

You can make Campus Cash deposits four ways:

- **Online** at icardwallet.uis.edu using American Express®, VISA®, MasterCard®, or Discover® Card.
- **In person at the ID Center** with cash (exact change only), check, American Express®, VISA®, MasterCard®, or Discover® Card.

- **By mail to:**

University of Illinois at Springfield
University Student Financial Services and
Cashier Operations
Attn: Customer Service
One University Plaza, PAC 184
Springfield, IL 62703-5407

Mail-in deposits must include your University Identification Number (UIN) for your account to be properly credited. Mail-in deposits are credited within 48 hours of receipt.

- **At Value Transfer Machines (VTMs)** on campus. Funds from VTM deposits are available immediately.

Statements and Balance Information

When you access your account online (from the i-card Programs website—www.icardwallet.uis.edu). You may also obtain your account balance and an account statement from the ID Center in person when you present valid photo identification.

For security reasons, account balances are not given out over the phone. Account balance information is disclosed only to the account holder.

Refunds from Campus Cash Accounts

You may request a Campus Cash refund when these conditions are all true:

- It is the end of an academic year (Spring semester).
- Your relationship with UIS has ended (for example, you graduate or gain employment elsewhere).
- Your account has a credit balance.

If you are a student, Campus Cash refunds are transferred to your student account to cover any outstanding balances. If any credit balance remains, it is direct deposited to your personal bank account.

Notification of Loss or Theft

If your ID card is lost or stolen, you must notify the ID Center promptly to limit your liability.

Account Holder Liability

Account holders must pay for all transactions made with their ID cards, except for unauthorized use. If your card is lost or stolen, you must notify the ID Center. Your liability for unauthorized purchases is as follows:

- If you notify the ID Center within two business days, you are liable for up to \$50 of unauthorized transactions.
- If you notify the ID Center within three to four business days, you are liable for up to \$250 of unauthorized transactions.
- If you notify the ID Center within five or more business days, you are liable for up to \$500 of unauthorized transactions.
- The total amount of your liability is not to exceed \$500.

Error Resolution Procedures and Account Holders' Rights

In case of errors or questions about your account, write, call, or visit the ID Center and provide this information:

- Give your name, telephone number, and University Identification Number (UIN).
- Describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- Give the dollar amount of the suspected error.

You may be required to send your complaint or question in writing within 10 business days. Failure to respond may result in the complaint or question not being resolved.

You will be notified of the results of our investigation within 45 business days after we hear from you. Any errors will be promptly corrected.

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Discover is a registered trademark of NOVUS Credit Services Inc.

MasterCard is a registered trademark of MasterCard International Incorporated.

VISA is a registered trademark of Visa in the United States and other countries.