

# Bulldog Bucks Account Agreement

## **General Information:**

The undersigned, herein referred to as “Cardholder,” hereby opens a Bulldog Bucks account, hereinafter referred to as “Account,” and agrees to all of the terms and conditions set forth herein.

The Account is administered by:

The Board of Regents of the University System of Georgia  
by and on behalf of the University of Georgia  
Dining Services - Bulldog Bucks

a division of Auxiliary Services

Contact information:

Address: Dining Services - Bulldog Bucks  
Snelling Dining Commons  
200 West Green Street  
Athens, GA 30602

Hours: Monday – Friday,  
8:00 a.m. to 5:00 p.m., E.S.T.

Phone: 706-54BUCKS (2-8257)

Website: [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu).

E-mail: [bbucks@uga.edu](mailto:bbucks@uga.edu)

Anyone who possesses a valid UGACard may open an Account. Only one Account per Cardholder may be open at any time.

The Account consists of pre-deposited funds and does not bear interest.

Maximum and minimum deposits and maximum Account balances are determined from time-to-time by Bulldog Bucks. As of 1 January 2009, the maximum deposit and maximum Account balance is \$2,500. The minimum deposit is \$10.

The Account may be used by the Cardholder at certain on-campus locations to purchase goods and services up to the amount of available funds. It may not be used as a credit card or to obtain cash advances.

The Account is nontransferable. Except for purchases of certain preauthorized services, use of the Bulldog Bucks card requires presentation of photo identification.

No interest is paid to the Cardholder on Account balances.

## **Deposits:**

Deposits may be made to the Account at any time in the following manner:

Request a deposit amount through Bulldog Bucks, either online at [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu) or in person at the Bulldog Bucks office. This amount may be changed at any time before payment is made.

Make payment in the amount selected

All Cardholders:

- i. In person at the Bulldog Bucks Office with cash, check, money order, credit card, or debit card.
- ii. By mail with a check or money order. Deposits received by mail will be credited to the Account by end of the following business day.
- iii. On-line deposits can be made with a credit card via the web at [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu).

## **Preauthorized Services:**

- a. The following services do not require presentation of photo identification:
  - i. Vending
  - ii. Copying
- b. For the protection of the Cardholder, a daily limit for preauthorized services is automatically set at \$10. Preauthorized services are vending, copying, and printing. This limit does not apply to other services. The limit may be changed to a daily limit of no more than \$50 by the Cardholder using the student management portal online at [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu)

**Fees:**

- a. No charges are assessed to the Cardholder for any transaction(s).
- b. Any payments returned due to insufficient funds will be handled by the Bursar's Office and are subject to the fees and conditions of that office.
- c. An Account that remains inactive for 12 (twelve) consecutive months will be closed and charged an account management fee of the lesser of the Account balance or \$25. Any balance will be returned to the Cardholder.
- d. Except in the case of a student separating from the university, a student Account that is closed before the end of a semester will be charged an account management fee of the lesser of the Account balance or \$25.

**Lost or Stolen Cards:**

A lost or stolen UGACard must be reported to Bulldog Bucks promptly by one of the following methods

- a. 8am to 5pm EST Monday through Friday excluding official UGA holidays:
  - i. In person at the Bulldog Bucks office, Snelling Dining Commons, Athens, GA 30602
  - ii. By telephone at (706) 54B-UCKS (8257)
  - iii. Online at [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu)
- b. Outside of Bulldog Bucks business hours:

Online at [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu)
- c. Once a UGACard is reported as lost or stolen, the Account will be deactivated until one of the following occurs
  - i. The UGACard is found and/or returned to Cardholder
  - ii. A new UGACard is issued

A lost or stolen UGACard should also be reported to the Tate Student Center business office.

**Liability for Unauthorized Purchases:**

- a. If a UGACard is reported as lost or stolen to the Bulldog Bucks office within 2 business days after learning of the loss or theft, the Cardholder is responsible for no more than \$50.00 in unauthorized Account purchases.
- b. If a UGACard is reported as lost or stolen to the Bulldog Bucks Office more than 2 business days after learning of the loss or theft, the Cardholder is responsible for no more than \$500.00 in unauthorized Account purchases.
- c. If the Cardholder fails to notify the Bulldog Bucks office of an unauthorized purchase within sixty (60) days after it appears on Cardholder's statement, Cardholder, in addition to being responsible for the amounts set forth in 6.a. and 6.b. above, may be responsible for all money lost after 60 days if Bulldog Bucks can show that it could have prevented the loss had Cardholder provided notice.
- d. The time periods will be extended for a reasonable amount of time if extenuating circumstances, such as a long trip or hospital stay, keeps the Cardholder from notifying the Bulldog Bucks office as set forth above.

**Account Closure:**

- a. The Cardholder may close the Account at any time by completing an Account Closure Request online, by mail, or in person at the Bulldog Bucks office.
- b. Except in the case of separation from the University, If a student Cardholder closes the Account before the end of a semester, an account management fee of the lesser of the Account balance or \$25 will be charged and the cardholder will not be permitted to open a new Account until the following semester
- c. If an Account is inactive for twelve (12) months, the University will charge an account management fee of the lesser of the account balance or \$25 and will close the Account
- d. Upon Account closure, any balance in the account will be applied to any debt Cardholder owes to the University. Accounts with a balance under \$5 will be charged an account closure fee of the balance of the account.
- e. If so desired, remaining balance may be donated to Let All The Big Dawgs Eat Food Scholarship Fund in efforts to fight student hunger on our campus by completing the Account Closure Form found at the following link:

<https://bulldogbucks.uga.edu/my-account/close-account>

For more information on the Food Scholarship please visit website:

[http://tate.uga.edu/food\\_content\\_page/food-scholarship-home](http://tate.uga.edu/food_content_page/food-scholarship-home)

- f. Refunds will be made via the method of original payment. If payment was made by check, a check will be mailed to students at the financial mailing address in student records and to other Cardholders at the address on this form. Electronic payments will be returned to the source of payment.
- g. Processing Account closures may take up to eight (8) weeks.

**Receipts and Statements:**

- a. Sales receipts shall be made available to the Cardholder at all points-of-sale with the exception of preauthorized services (See Section 3).
- b. All vendors are required to make a receipt available. It is the Cardholder's responsibility to ensure that the receipt is correct.

- c. Periodic Statements. You can access your account activity online at <https://bulldogbucks.uga.edu/> In addition, 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.
- d. **Electronic Statements.** You may elect to receive an electronic statement in lieu of a written statement. Your consent to do so may be withdrawn at any time by completing a Printed Statement Request Form. If you wish to receive your statement electronically, you must consent, or confirm your consent, electronically at [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu) under "Manage my Account." In order to access and retain electronic communications regarding a Bulldog Bucks Account, the Cardholder must have use of a computer that has an internet connection and is capable of supporting any one of the following web browsers:
  1. Internet Explorer – 6.0 or greater
  2. Mozilla – 1.6 or greater
  3. Netscape – 7.0 or greater
  4. Safari – 1.2 or greater
  5. Google Chrome – 54 or greater
- e. Account statements detailing activity within the past six (6) months of today's date are available for free at the Bulldog Bucks office. For a fee of \$5.00, a printed copy of an Account statement may be requested for any month that took place seven (7) months or earlier than the current date.

**Error Resolution:**

- a. If there is an error on a receipt or activity statement or if the Cardholder would like more information about a specific transaction, the Bulldog Bucks Office may be contacted by:
  - i. Telephone at: 706-54BUCKS (542-8257).
  - ii. Mail: Dining Services - Bulldog Bucks  
Snelling Dining Commons  
200 West Green Street  
Athens, GA 30602
  - iii. Completing a Transaction Error Notification Form at the Bulldog Bucks office
- b. When making a request for an adjustment to the Account, the Cardholder should furnish the following information:
  - i. The Cardholder's name.
  - ii. Account number.
  - iii. Contact information.
  - iv. Date error occurred.
  - v. The dollar amount of the transaction in question.
  - vi. A description of the transaction in question and explanation of the discrepancy.
  - vii. Written confirmation must be provided within ten (10) business days of oral notice.
- c. The Bulldog Bucks office must be notified within sixty (60) days of the date of receipt of the first statement on which the problem or error appeared.
- d. The Bulldog Bucks office will investigate the Cardholder's request and provide a written decision to the Cardholder within ten (10) business days.
- e. If an error is found, the Bulldog Bucks office will make the necessary adjustments to the Cardholder's Account and send notification to the Cardholder.
- f. If no error is found, the Bulldog Bucks office will provide the Cardholder a written explanation within three (3) business days of the conclusion of the investigation. The Cardholder may request copies of the document(s) used to conduct the investigation.
- g. If we need more time, we may take up to 45 days to investigate the discrepancy. If we decide to do this, we will provisionally credit the Cardholder's Account within 10 business days for the amount of the discrepancy so that the Cardholder will have access to the funds in question.
- h. We will not provisionally credit the Cardholder's Account if we do not receive written confirmation within 10 business days of an oral notice of error.
- i. If we determine the error to be out of our responsibility and have given provisional credit, the Cardholder will be notified in writing that they have 5 business days to ensure the proper funds are in the Account to cover the provisional credit.

**Our Liability:**

If we do 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. We 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 or 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 we have made;
- d. there may be other exceptions stated in our agreement with you.

**Disclosure of Account Information to Third Parties:**

- a. Information about the Cardholder's Account will be disclosed to third parties only for the following purposes:
  - i. In order to complete a transaction.
  - ii. Cardholder requests in writing that the information be disclosed.
  - iii. In order to comply with the Family Educational Rights and Privacy Act (FERPA) the following information will be made available. This Act authorizes schools to release the following information, without consent, to the following parties or under the following conditions:
    1. School officials with legitimate educational interests
    2. Other schools to which a student is transferring
    3. Specified officials for audit or evaluation purposes
    4. Appropriate parties in connection with financial aid to a student

5. Organizations conducting certain studies for or on behalf of the school
6. Accrediting organizations
7. To comply with a judicial order or lawfully issued subpoena
8. Appropriate officials in cases of health and safety emergencies
9. State and local authorities, with a juvenile justice system, pursuant to specific State law.

**Change in Terms and Conditions:**

- a. The terms and conditions of this Agreement are effective and remain binding until the Cardholder is otherwise notified.
- b. If any changes are made to the terms and conditions, the Bulldog Bucks office shall provide the Cardholder with notice of change(s) at least twenty one (21) days in advance of the effective date.
- c. Prior notice need not be given where immediate change in terms & conditions is necessary to maintain or restore the Account's security.

**Governing Law:**

This agreement shall be governed by and construed in accordance with the laws of the United States and the State of Georgia.

**Electronic Communications:**

By **initialing** this box, I agree that I want to receive communications concerning my Account, including statements, disclosures, and notices, electronically. I understand that I must confirm electronically my desire to receive electronic communications online at [www.bulldogbucks.uga.edu](http://www.bulldogbucks.uga.edu). Under "Manage my Account."

**Receipt of Terms of Agreement:** Bulldog Bucks will make a printed copy of this Agreement available on request. However, Bulldog Bucks recommends that you print a copy this Agreement for your records.

**Electronic Agreement:** By initialing this box, I am agreeing to enter into this Agreement electronically. By my electronic agreement, I consent to all terms and conditions governing use of the Service as set forth in this Bulldog Bucks Account Agreement.

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Card #:** \_ \_ \_ - \_ \_ \_ - \_ \_ \_ - \_ \_ \_