

## Seawolf Card Users Agreement

The SSU Seawolf Card debit accounts allow the cardholder to electronically authorize transfers of funds for payment for goods and services at participating locations. Any purchases made with cardholder's Seawolf Card at authorized locations (whether located on or off campus) will be deducted automatically from the cardholder's appropriate Seawolf Card account at the time of purchase.

## Seawolf Card Contact Information

Location: SSU Customer Services – Salazar Hall

Hours: Monday-Thursday 9:00 AM to 7:00 PM, Friday 9:00 AM to 5:00 PM (all University holidays are observed)

Phone: (707)664-2308 or (707)664-2533

Web: [www.sonoma.edu/seawolfcard](http://www.sonoma.edu/seawolfcard)

Mailing Address: Seawolf Card Attn: Customer Services, 1801 East Cotati Avenue, Rohnert Park, CA 94928

## Disclosure For Electronic Fund Transfers

The use of the Seawolf Card is subject to all the terms, conditions, rules and regulations contained in this Seawolf Card Users Agreement.

The cardholder agrees that the Seawolf Card shall be the property of SSU and must be returned to university officials upon request. It should be carried at all times. This card is non-transferable. Unauthorized use, tampering, or alteration may result in disciplinary action. The university will not charge the cardholder for use of the Seawolf Card.

*Cash withdrawals from cardholder's Seawolf Card debit account(s) are not permitted.*

## Seawolf Card Account Usage and Eligibility

Dining Dollars is a declining balance account that can be used for purchases at all SSU dining facilities. Students on a meal plan during fall and spring semesters will access their funds through their Seawolf Card Dining Dollars account. Funds in the student's Dining Dollars account will expire at the end of each semester and any unused Dining Dollars remaining in the student's account will be forfeited.

WolfBucks is a declining balance account that can be used for goods and services anywhere the Seawolf Card is accepted. WolfBucks accounts are available to all individuals who are eligible for a Seawolf Card. Eligible individuals include students, faculty and staff. There is no minimum deposit required to activate a WolfBucks account and additional funds can be added in any amount, at will. Balances in WolfBucks carry-over from year to year until the cardholder graduates or otherwise permanently leaves the university – see REFUNDS below for information on credit requests.

## Billing and Payment

Payments can be made to the Customer Service Office in person, by mail and via phone.

To pay in person, visit the Customer Service Office in Salazar Hall.

To pay by mail, send a check to:

Sonoma State University

Customer Services  
1801 East Cotati Avenue  
Rohnert Park, CA 94928

In the memo field please write "WolfBucks" and the student or employee ID number.

To make a payment by credit card, call Customer Services: 707-664-2308  
A credit card number and the student or employee ID number will need to be provided.

## Seawolf Card Account Activation and Additional Deposits

### Dining Dollars:

Dining Dollars will be active for use on move-in day for the Fall semester. For the Spring semester, Dining Dollars will be active on the first day of class.

### WolfBucks:

There is no specific amount required to activate a WolfBucks account. Any amount of money can be added at will for the life of the account.

## Refunds

### WolfBucks:

Refund requests for unused WolfBucks are processed only after receipt of request and only at the end of the academic year or after the cardholder leaves the university. Refunds are processed only by request of the cardholder. Cardholders can request refunds by filling out a refund request form at Customer Services during normal business hours.

## Transfers to Student Accounts

In the event that a refund request is approved and there is an outstanding balance on the cardholders student account, the refund credit amount from the Seawolf Card debit account(s) may be transferred to Student Accounting and credited against the outstanding amounts on the cardholder's student account. In the event that a refund request is approved and the student account is paid in full, a refund check for any remaining reimbursable funds will be forwarded to the last known permanent address of the cardholder. Refund credits are not effective until approved by the university.

For faculty and staff or students without a student account, the refund check will be issued to cardholder's last known address. No cash refunds will be authorized.

## Cardholder Responsibilities

The cardholder is responsible for all cardholder authorized transactions. This includes any transactions which are completed when the cash registers/terminals/readers are not in direct communication with the system processor or when there are insufficient funds in the cardholder's Seawolf Card debit account(s). 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 cardholders Seawolf Card debit account.

## Notification and Replacement Procedures for Lost/Stolen

### Cards or Unauthorized Card Use

Contact the Customer Services office IMMEDIATELY at 707-664-2308 or in person in Salazar Hall to report a lost or stolen card or unauthorized card usage. If Customer Services is closed, email [seawolfcard@sonoma.edu](mailto:seawolfcard@sonoma.edu) to report the card lost or stolen.

When reporting a lost or stolen card or unauthorized card use by e-mail, phone or in person, cardholder should provide the following information:

- Cardholder's name
- Student or employee ID #
- Any information which may help in preventing unauthorized card use or further losses
- Contact telephone number where cardholder can be reached.

Replacement Seawolf Cards can be obtained at Customer Services during scheduled business hours. The \$5 replacement fee must be paid at the time a new card is issued.

### Seawolf Card Cardholder's Liability for Unauthorized Purchases

If a cardholder believes their Seawolf Card has been lost or stolen, the cardholder should report at once such loss or theft to Customer Services at 707-664-2308 or via email to [seawolfcard@sonoma.edu](mailto:seawolfcard@sonoma.edu) if after hours. Failure to make a report of a lost or stolen Seawolf Card may result in the loss of funds in the cardholder's Seawolf Card debit account(s). The university is NOT liable for funds lost prior to the report of a lost or stolen Seawolf Card.

### Error Resolution Procedures

If a cardholder believes there is a discrepancy with a Seawolf Card debit account transaction as shown on cardholder's statement or receipt or the cardholder desires more information about a transaction listed in a statement or receipt, the cardholder should contact the Seawolf Card Office immediately at 707-664-2533 or via email to [seawolfcard@sonoma.edu](mailto:seawolfcard@sonoma.edu). When contacting the Seawolf Card Office, the cardholder should furnish the following information: (a) cardholder's name and Student or employee ID; (b) description of the transaction in question and a detailed explanation of the discrepancy; and (c) the dollar amount of the questioned transaction. If a cardholder makes a verbal inquiry, the university may require the cardholder to submit the inquiry in writing to the Seawolf Card Office. The university will offer the cardholder the results of the investigation within ten business days after the university hears from the cardholder and will correct any error which was discovered. If the university decides there was no error, it will send the cardholder a written explanation within five business days after the university finishes its investigation.

### Change in Terms Notice

SSU reserves the right to change the terms and conditions of Seawolf Card use. Any future changes in terms and conditions regulating use of the Seawolf Card and Seawolf Card debit accounts will apply to all cards then in circulation and will supersede the terms and conditions in effect at the time the Seawolf Card and Seawolf Card debit accounts were acquired. All fees and other charges are subject to change without notice.

## SSU Seawolf Card Users Agreement

All Seawolf Card holders must read and agree to abide by SSU Seawolf Card Users Agreement in order to use their Seawolf Card, WolfBucks account. Use of WolfBucks constitutes acceptance of this agreement.

This Notice Describes Important Information Regarding Your Rights. Please Retain This Disclosure For Your Records.