

# Old Dominion University Monarch ID Card

## TERMS AND CONDITIONS

Please read this agreement carefully, as it contains the terms and conditions that govern your use of the ODU Monarch ID Card and associated accounts. The Monarch ID Card is the official Old Dominion University ID card. All iterations of the Monarch ID Card, including its use within a digital wallet or mobile device, are hereinafter referred to as the “Card.” The individual identified on the Card is the “Cardholder.” A student Cardholder may choose to activate a PNC Bank debit function linked to a PNC checking account. A Monarch ID Card may only be utilized by the Cardholder to whom it was issued. If a Cardholder permits another person to use their Monarch ID Card, the Cardholder shall be in default under this agreement, and both the Cardholder and the unauthorized user may be subject to Old Dominion University disciplinary action and/or criminal prosecution.

By using the Card, the Cardholder agrees to be bound by all the terms and conditions contained in this agreement.

## General Terms

1. The Card is the official Old Dominion University ID card and the property of Old Dominion University.
2. The Card is non-transferable and may not be altered in any way.
3. The Card may be confiscated because of inappropriate or illegal use.
4. The Card may provide access to facilities, programs and services offered at Old Dominion University.

## ID Photo

1. Your photo is maintained by the University and is considered “directory information” and not confidential under FERPA.
2. Your photo is considered part of your official record at Old Dominion University and may be shared with other university personnel and associates for official university business.
3. Your photo may be subject to disclosure to third parties under applicable state and/or federal laws.
4. Old Dominion University reserves the right to refuse to accept a photo that does not meet photo submission guidelines.

## Monarch Plus Account

1. The Monarch Plus account (the “Account”) is an optional declining balance account and is a record of pre-deposited funds accessed by the Cardholder for the purchase of products and services. You may use your Monarch ID Card to access your Account and purchase goods or services on the Old Dominion University campus and at approved off-campus businesses.

## PNC Debit Function

1. Monarch ID Cards issued to students contain an option PNC debit function that may be activated once a Cardholder enrolls in an eligible PNC checking account. Use of this debit function shall be governed by the account and user agreements between PNC and the Cardholder.
2. Old Dominion Monarch Card & Business Services is not responsible for any transactions connected to the use of your Old Dominion Monarch ID Card as an ATM for a PNC account. Using the Old Dominion Monarch ID Card as a PNC ATM card is at the sole discretion of the Old Dominion Monarch ID Card cardholder.

## Lost, Stolen, Damaged and Updated Cards

1. A lost or stolen ODU Monarch Card must be reported immediately to protect your card from misuse as follows:
  - a. By email at [cardcenter@odu.edu](mailto:cardcenter@odu.edu)
  - b. In person at the Monarch Card & Business Services office during normal business hours
  - c. By telephone at 757-683-3508 during normal business hours or ODU Police Department 757-683-4000 after hours
2. A charge of \$15 will be imposed for lost and/or stolen replacement cards or if a hole is punched in the card. A charge of \$10 for updated/name change replacement cards.
3. No charge will be imposed for a Card that is not functioning properly due to normal wear and tear or deemed defective.
4. Once a new Card is made, previous Cards cannot be re-activated, nor will a fee be refunded.

## Cardholder Liability

1. The University assumes no responsibility for illegitimate purchases from your account prior to your notifying the proper authorities that the card is lost or stolen. Cardholder is responsible for all charges made with the Card, even if the card or account number is lost or stolen. Therefore, it is important to notify Old Dominion University (and PNC if the debit function has been activated) immediately upon discovering loss or theft to limit potential loss of funds.
2. Old Dominion University is not responsible for any loss or expense caused by loss, theft or misuse of the Card or the Account.
3. Misuse of the Card or Account is subject to disciplinary action by the university.

4. Cardholders are responsible for verifying the accuracy of charges by merchants and receipts of charges. If there is an error on a receipt, the Cardholder should contact the place of purchase where the incident occurred. Old Dominion University does not handle merchant refunds.

## Account Closure

1. The Account and all Card functions can be closed when the Cardholder is no longer a student, employee, or affiliate of Old Dominion University, or in instances of misuse.

## Fees

1. Old Dominion Monarch ID Card replacement fees will be included as a separate item in the monthly bill that ODU's Office of Student Financial Services sends to each student if the student chooses not to pay in the office using a debit or credit card.

## Use and Ownership

1. The Old Dominion Monarch ID Card is issued to you as part of a privilege you are entitled to as a member of the Old Dominion University community under the following terms and conditions of use. Each individual is responsible for their knowledge of the terms, conditions, and policies of Old Dominion University Monarch Card & Business Services Office.
2. All patrons associated with Old Dominion University are required to carry their Old Dominion Monarch ID at all times.
3. The Old Dominion Monarch & Business Services Office verifies authorization for all individuals through an electronic database updated by either the Human Resources Department or the Registrars Office prior to issuing an Old Dominion Monarch ID Card.
4. The Old Dominion Monarch ID Card is the property of Old Dominion University and must be surrendered upon demand or when the relationship for which the card was issued is no longer in effect.
5. Although the Old Dominion Monarch ID Card is the property of Old Dominion University, it is entrusted to you for your convenience while at the university. No account should be accessed by anyone other than the cardholder. Only the person pictured on the ODU Monarch ID Card is entitled to spend money from their debit or meal accounts. Unauthorized use, alteration, or duplication for fraudulent use warrants confiscation and/or disciplinary action.

## Changes in Terms and Conditions

1. The terms and conditions of the Card are effective upon receipt of the card and remain binding until the Cardholder is no longer affiliated with Old Dominion University.

2. These terms and conditions may be amended by Old Dominion University at any time. Your continued use of the ODU Monarch Card confirms your acceptance of these amended terms.