

Illinois State University
Redbird Card Office / Redbird Dollars Account
Disclosure of Terms and Conditions

I. Notifying Card Office of loss/theft

1. When an ID card is lost/stolen, the cardholder must enter into My.IllinoisState.edu/redbird-card/ to deactivate the ID, or call the Redbird Card Office at 438-CARD (2273).
2. The cardholder will be given a confirmation number when the card is deactivated. The cardholder must have this number in order to claim a loss.
3. Deactivation services are available 24 hours/day, 7 days/week.

II. Redbird Card Office Business Hours and Location

Fall/Spring Hours: 8:30 a.m. to 5:00 p.m., Mon. through Fri. and closed on weekends.

Summer Hours: 8:30 a.m. to 4:30 p.m., Mon. through Fri. and closed on weekends

Location: Bone Student Center, 2nd Floor

III. Locations Accepting the University ID Card Accounts

Refer to the "Locations Accepting the ISU ID Card for Purchases" sheet available at the Redbird Card Office or visit the website redbirdcard.IllinoisState.edu.

IV. Fees for Redbird Account and ID Card

1. A \$5 monthly inactive account fee is charged against any remaining Redbird Dollars to cardholders no longer at the University. The fee is assessed after the cardholder has been gone one full semester and is not attending the University the following semester (not including summer).
2. ID cards are free if:
 - It is the first ID card
 - There is a status or name change
 - The ID card is broken, stolen, or lost and it is 4 years old or older
 - The cardholder skipped a semester of classes (not including summer semester)
3. ID cards are \$5 if:
 - The ID is less than 4 years old, damaged or broken, and is turned into the Redbird Card Office
 - Magnetic stripe is damaged and will not re-encode
4. ID cards are \$15 if:
 - The ID card is lost or stolen and less than 4 years old
 - A replacement ID card is requested, but cardholder does not have old ID to turn into the Redbird Card Office

V. Statements and Balance Information

Statements are available upon request in the Redbird Card Office or transactions for the last 30 days are available at My.IllinoisState.edu/redbird-card/. Account balances for the account accessed are displayed on the register at the end of a transaction, or balances may be obtained from the Redbird Card Office in person or over the phone.

VI. Deposits to the Redbird Account

1. Credit or Debit Card (Discover, American Express and MasterCard), or electronic check at My.IllinoisState.edu/redbird-card/. Minimum deposit of \$10, transaction fee of 3% charged for credit/debit cards; no fee charged for electronic checks. Deposit is available in approximately 20 minutes.

2. PIN-based Debit Cards (Visa, MasterCard, Discover and American Express) at the Cashier's Office.
3. Cash-to-card machines located on campus - these machines accept 1, 5, 10 and 20-dollar bills.
4. In person at the Redbird Card Office with cash or check.
5. By mail or in person at Cashier's Office. Mail-in address: Illinois State University, Redbird Account Deposit, Campus Box 1250, Normal, IL 61790-1250. Include the cardholder's name, University ID number, check date, and check number. Make check payable to ISU.
6. The maximum amount that may be deposited into the Redbird Account is \$2,000.

VII. Refunds from Redbird Account

Refunds from the Redbird Account may only be made upon request when the cardholder leaves the University, graduates, or at the end of the spring semester. Requests may be made in person at the Redbird Card Office or by phone (309) 438-2273. Accounts with less than \$5 will not be refunded.

VIII. Disclosure of Account Information to Third Parties

1. Parents of University High School students will receive account information upon request.
2. University departments requesting account information for purposes of criminal investigation or account reconciliation will receive detailed information upon request.

IX. Account Holder's Liability

The account holder is liable for all transactions made on their card except for unauthorized use as noted below.

1. The account holder is liable for all unauthorized transactions that take place before notice to the Card Office up to \$50.
2. If the account holder does not notify the Card Office within two business days after learning of the loss or theft of the ID card, the account holder is liable for up to \$50 on unauthorized transactions the first two days *and* the full amount of unauthorized transactions occurring after the two business days (total amount not to exceed \$500).

X. Error Resolution Procedures and Account Holder's Rights

In case of errors or questions about your accounts, telephone 438-CARD, e-mail idcard@ilstu.edu, stop at the Redbird Card Office on the 2nd floor of the Bone Student Center, or write 1250 Redbird Card Office, ISU, Normal, IL 61790-1250 as soon as possible.

1. Give your name and University ID number
2. 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.
3. 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 10 to 45 business days after we hear from you. Any errors will be corrected promptly.