

FLEX Account Terms and Conditions

Depositing funds in a FLEX account automatically renders you subject to the following terms and conditions:

Any insufficient or denied funds designated for deposit (ex: financial aid that does not materialize, a returned or denied check, a denied card transaction) will result in the suspension of your FLEX account, a financial hold on your student account (Banner), and the possible cancellation of your classes. Financial holds will not allow students to register, graduate, or receive official VSU documents (transcripts, etc.). Students will also be responsible for repayment to VSU for any goods or services received.

Bursary Policies for Collections, Checks, Holds: <http://www.valdosta.edu/administration/finance-admin/financial-services/students/policies-and-procedures/collections-checks-holds.php>

There are beginning and ending dates each semester for students to utilize the Banner process for moving excess financial aid into your FLEX account and a specific date that you may begin spending financial aid funds deposited into your FLEX account. These dates are determined by VSU 1Card Services, and it is the responsibility of each student to verify these dates (dates are published on the VSU 1Card Services website as well as the Bursary calendar).

Bursary Calendar: <http://www.valdosta.edu/administration/finance-admin/financial-services/students/services/bursary-calendar.php>

Any purchases are the responsibility of the point of sale location. Please contact the VSU Bookstore at (229) 333-5666 regarding its online purchasing policies.

There are NO cash refunds.

One (1) refund is allowed per semester, only after completing the FLEX Refund Request form online. Refunds will be processed in the order received no earlier than eleven (11) business days after the first day of classes; monies are refunded into your student account in Banner. **The minimum amount that may be refunded is \$25.00.**

If your VSU student account indicates a deficit for whatever reason, that debt may be paid by FLEX account funds being transferred into your VSU student account, thereby reducing your available FLEX balance.

All FLEX account balances over \$24.99 will be automatically refunded to your VSU student account at the end of each spring semester unless you designate otherwise via the *FLEX Roll-Over Form* on the VSU 1Card Services website. The deadline to submit a roll-over form is seven (7) business days before the official spring semester graduation date.

If your FLEX account is inactive for a period of twelve (12) months, the remaining balance shall be forfeited without prior notice.

Information regarding a FLEX account may not be released to anyone outside of VSU without a release form, which must be completed in-person by the student and is on-file with the Registrar's Office.

Future changes in terms and conditions regulating the use of the VSU 1Card and accounts thereon will apply to all cards in circulation and in use at that time and will supersede the terms and conditions in effect at the time the card was acquired.