SCOTSCARD

POLICIES & PROCEDURES

LOST / STOLEN CARDS

The SCOTSCARD ID is a secure card system. Please report all lost or stolen college ID’s immediately to the SCOTSCARD Office.

Walk-in: SCOTSCARD Office, Carter Hall 104
Calling: 706.419.1159 during office hours (M-F, 8:00–4:30)
E-mail: scotscard@covenant.edu, after hours and on weekends

IMPORTANT!!! When leaving a message: Give your name, account number, and approximate date and time of loss or theft.

All cards reported lost or stolen will be deactivated immediately upon notification, thus blocking any unauthorized use of the account or access to other features. The SCOTSCARD Office is not responsible for any transactions made with a lost or stolen card.

All lost, stolen, or damaged cards must be replaced. Damaged cards include but are not limited to all broken, mangled, bent, and/or defaced IDs. There is an ID replacement fee of $25 for all building access cards and $15 for all generic cards. A $5 credit is applied to those that return their old, generic ID. Photos may be updated at no charge during an ID replacement. There is a $5 administrative fee for updating photos without an ID replacement. All fees are subject to change.

CARD CARE & RESPONSIBILITIES

The Covenant College ID is the property of Covenant College. Every cardholder is responsible for the condition and care of his/her card.

A Covenant College Campus Member (students, faculty, and staff) must present college ID upon request by other members.

The ID must be carried at all times. Unless you are practicing with a Covenant sports team, the ID must be quickly accessible. The SCOTSCARD Office, in cooperation with the Tuck Shoppe, has secured affordable lanyards and cardholders specifically to help our active student body.

Cards will not be accepted if the card is to any degree damaged, broken, or defaced. The card is expected to be in the same condition as it was when first distributed.

The cardholder is 100% responsible for transactions made by his/her SCOTSCARD account. Please report all lost or stolen IDs immediately to the SCOTSCARD Office.

Every cardholder is responsible for being aware of his or her SCOTSCARD account and all the information related to it. SCOTSCARD board plan statements and Scots Plus statements are available upon request from the SCOTSCARD Office. Please immediately notify the SCOTSCARD Office of any card or transaction problems.
Cardholders may not loan IDs to anyone. IDs are not to be borrowed by anyone. A SCOTSCARD will be confiscated if used by a non-cardholder, and a $100 fine will be assessed to the student accounts of both the cardholder and the individual in possession of the cardholder’s SCOTSCARD. Fines may be appealed by the cardholder in question in the SCOTSCARD Office. There is no appeal for the fraudulent user.

REFUND POLICY

Cash advances are not permissible by law.

Refunds are not allowed while students, staff or faculty are still employed by or attending Covenant College.

Refunds are given upon proper completion of the Refund Form, which requires the account holder to be no longer in attendance or employment with Covenant College. After completion of the Refund Form, mail or deliver it to the SCOTSCARD Office no later than 5 days after the last day of enrollment, graduation, or employment. The expected refund process time is two to three weeks from the date received by the SCOTSCARD Office.

SEND COMMENTS TO:
Daniel Dupree, SCOTSCARD Coordinator
SCOTSCARD Office
Covenant College
14049 Scenic Highway
Lookout Mountain, GA 70350
706.419.1159
ddupree@covenant.edu

DISCLAIMER:
The SCOTSCARD Office reserves the right to change its policies and responsibilities without prior notification. The SCOTSCARD Office is in compliance with Federal Regulation E. Account information is only accessible by account holders. Statements and other inquiries are available upon cardholder request. All funds deposited into a SCOTSCARD account are non-refundable and non-transferable, but are active as long as the cardholder is in attendance at or employed by Covenant College.