

# More info on ... Your Western ONECard

## **What happens if I lose my Western ONECard?**

Simply report that your card is lost to any cashier and it will be immediately invalidated. You will be held responsible for any charges against your account until proper notification of the loss of your card is received. Your card can be replaced at Student Central (room 1120, Western Student Services Building) for \$25 (cost subject to change).

If you lose your card, a temporary card may be issued by your residence kitchen or Student Central in room 1120, Western Student Services Building. A temporary card is exactly that...temporary. Once the temporary card has expired you will be required to pay cash until you have replaced your card.

## **What if my card is not functioning properly?**

To have your card checked out if it is not functioning properly, you can go to one of the following locations:

- Student Central: Room 1120, Western Student Services Building, Monday to Friday 9 a.m. - 4 p.m.
- Residence Admissions Office: Room 102, Elgin Hall Monday to Friday, 8:30 a.m. - 4:30 p.m.
- Meal Plan Office: Centre Spot, UCC Monday to Friday, 9 a.m. - 3 p.m.

## **Can I lend my card or borrow someone else's card?**

No. The residence meal plan is non-transferable. Only you are entitled to use the card to purchase food items. If you wilfully use another student's card or allow your card to be used, you will be subject to disciplinary sanctions. The use of a meal card that

## **What happens when I have used all of my residence meal plan or flex dollars?**

When your residence meal plan or flex dollars are depleted, you can add more money at the Meal Plan Office, room 176A, at the Centre Spot in the University Community Centre or the Housing Office, room 102, Elgin Hall during regular business hours. You may also add funds online using a credit card.

## **What happens if I have funds left over on my residence meal plan and/or flex dollars?**

You may request a refund on the refundable portions remaining at the end of April. As there is a refund processing fee of \$40, combined refundable amounts of \$50 or less can only be transferred to a campus meal plan account. Transfer/refund forms will be available online in early April.

## **How do I check my food credit balance?**

Each time you make a purchase with your meal card, the cashier will be able to tell you how much you spent and what your new balance is. Please advise the cashier right away if you notice a discrepancy. You are in control of your own food credit budget and have complete flexibility in menu selection and eating times.

## **How do I determine which meal plan is right for me?**

That very much depends on your eating habits. Where and how you spend your residence meal plan and flex dollars is totally up to you. Students with heartier appetites, who tend to enjoy late-night snacks, who frequently purchase meals from main-campus outlets, online vending machines or at selected off-campus restaurants, or who order in home delivery, should consider the largest residence meal plan and corresponding flex dollars. Depending on your spending habits, you may still need to add more money to either your residence meal plan account or your flex dollars.