

Frequently Asked Questions *regarding* your PiONEer Card



How do I use my PiONEer Card?

Use your **PiONEer Card** by swiping it through the card readers for door access, laundry machines, copy machines and vending machines on campus. Staff members will swipe your card for dining services and bookstore purchases. To use your card as a U.S. Bank ATM or debit card, first link your card to your U.S. Bank account. Then swipe the card in the ATM or merchant terminal and enter your PIN.

What doors can I access with my PiONEer Card?

At this time, the main entrances to your residence hall, recreation facilities, Pioneer Hall common area and technology center are accessed via your **PiONEer Card**.

What do I do if I my PiONEer Card doesn't work?

Bring your card to the **PiONEer Card** office. If your card has been damaged we will print a new card for \$10.

What do I do if I lose my PiONEer Card?

First, immediately report the lost card to the **PiONEer Card** online office at www.pioneercard.carrollu.edu. . You can also report the lost card to the card office in the Campus Center during regular hours. If you are locked out of your residence hall, call Public Safety at (262) 524-7300. Second, if you are a U.S. Bank customer contact our 24-hour customer service line at 800-US BANKS (872-2257). U.S. Bank will immediately deactivate your card. You will need to obtain a new **PiONEer Card** at the card office. Lost cards cost \$20 to replace. Stolen cards (with a police report) can be replaced for \$10. If your lost card is found, the Campus Center Information Desk will e-mail you. Once you get a replacement card from the **PiONEer Card** office, call 262-544-5471 or stop by the branch to have the new card attached to your checking account.

What is Carroll Ca\$h?

Carroll Ca\$h is a debit account that can be used for laundry services, copy and vending machines and bookstore purchases. It can also be used at the information desk, the business office and in dining areas. **Carroll Ca\$h** can also be used to pay parking fines and Health Center fees. Select local merchants accept **Carroll Ca\$h** as a method of payment as well.

What is the difference between Carroll Ca\$h and the U.S. Bank ATM portion of the PiONEer Card?

Carroll Ca\$h is a debit account plan. The funds that you deposit can be used for laundry, vending, dining, etc. Your **Carroll Ca\$h** is completely separate from the U.S. Bank portion of the **PiONEer Card**. If you open a U.S. Bank checking account you can link your **PiONEer Card** to your checking account. Your **PiONEer Card** can then be used as an ATM card in any Plus ATM, including the U.S. Bank ATM on campus, or as a debit card off campus at any Interlink merchant, including Target, grocery stores, and convenience stores¹. All banking transactions are PIN protected. This means that your card will only function for pin-based transactions. You cannot use your **PiONEer Card** for signature-based transactions.

How is it possible for my PiONEer Card to function as a Bank Card?

Through a partnership between Carroll University and U.S. Bank, all **PiONEer Cards** will be encoded with the ability to access a U.S. Bank checking account. If you choose U.S. Bank, you will then be able to use your **PiONEer Card** as an ATM card, and as a PIN-based debit card at any of the 1.5 million merchants worldwide who are a part of the Interlink network².

Do I have to bank with U.S. Bank in order to use my PiONEer Card as an ATM card?

Yes, Carroll University has partnered exclusively with U.S. Bank to bring you this convenient access to your checking account.

Do I have to open my U.S. Bank checking account at the U.S. Bank branch in Waukesha in order to use my PiONEer Card as my U.S. Bank ATM card?

No, U.S. Bank has more than 3,000 locations in 25 states and your checking account can be opened at any of these locations.

What features are in a U.S. Bank checking account?

A U.S. Bank Student Checking Account includes:

- No minimum balance or monthly maintenance fees²
- FREE first order of U.S. Bank logo checks³
- FREE U.S. Bank Internet Banking with Bill Pay
- FREE U.S. Bank ATM transactions at more than 5,300 U.S. Bank ATMs
- Four (4) FREE Non-U.S. Bank ATM withdrawals per statement cycle⁴
- Free email and text alerts⁵
- Ability to accept direct deposit of student financial assistance payments

Can my parents make a deposit into my checking account from my hometown U.S. Bank branch?

Yes, deposits can be made at any of our more than 3,000 branch locations in 25-states. Deposits can also be made at more than 5,300 U.S. Bank ATM locations across the country if your parents have an ATM card linked to your account.

I'm not sure if there is a U.S. Bank branch in my hometown. How do I find out for sure?

You can stop by the local Waukesha U.S. Bank branch located at 101 E. Sunset Dr and we can find out for you. Or you can go to usbank.com, click on "Locations" and search by address or by zip code.

How can I access my U.S. Bank checking account?

U.S. Bank has a full service branch near the Carroll University campus at 101 E. Sunset Dr. We also have a U.S. Bank ATM conveniently located in the Campus Center. You can also access your account 24 hours a day, 7 days a week online at usbank.com or by calling 800-US BANKS (872-2257).

How do I change the PIN on my PiONEer Card?

All U.S. Bank ATMs are equipped with the ability to change Personal Identification Numbers (PIN). Upon opening your account, you will receive a "PIN Change Instruction Sheet" with more details.

PiONEer Card Office

Phone: dial CARD (x2273) from any campus phone
Email: cardoffice@carrollu.edu
Web: pioneercard.carrollu.edu

usbank.com/carrollu



All of **us** serving you[®]



1. This card cannot be used for purchases at Interlink merchants until a deposit account is opened with U.S. Bank. 2. U.S. Bank Student Checking offers no monthly maintenance fees or minimum balance requirements. All regular account opening procedures apply. \$25 minimum deposit required to open an account. Fees for non routine transactions may apply. 3. Free U.S. Bank logo-style checks or 50% off any other style (limit 1 box). 4. A surcharge fee will be applied by the ATM owner, unless they are participating in the MoneyPass[®] Network. 5. You may be charged access fees by your carrier dependant upon your personal plan. Check with your carrier on specific fees and charges. Deposit products offered by U.S. Bank, NA. All rights reserved. Member FDIC.