

Frequently Asked Questions Regarding your Pioneer Card



How do I use my Pioneer Card? Swipe or tap your card on card readers for door access, meal plans, copy machines and vending machines. To use your card as a US Bank ATM/debit card, first link your card to your US 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? The main entrances to your residence hall, recreation facilities, Pioneer Hall common area, prayer room and technology center are accessible.

What if I my Pioneer Card stops working? Bring your card to the Pioneer Card Office located at the Campus Center Information Desk. Replacement cards cost \$20.

What if I lose my Pioneer Card? Immediately report the lost card to the Pioneer Card Office located at the Campus Center Information Desk, or online at pioneer.card.carrollu.edu. If you are locked out of your residence hall, call Public Safety at 262-524-7300. If you are a US Bank customer, contact their 24-hour customer service line at 800-USBANKS (872-2257). US Bank will immediately deactivate your card. You will need to obtain a new Pioneer Card at the Card Office. Replacement cards cost \$20. If your lost card is turned in, the Campus Center Information Desk will contact you. US Bank customers: Once you receive a replacement card, call 262-544-5471 to have the new card attached to your checking account.

What is Carroll Cash? Carroll Cash is a debit account that can be used for bookstore, dining, and Information Desk purchases; Business Office, Health Center, and parking fine payments; copy and vending machines; as well as purchases at select local merchants.

What is the difference between Carroll Cash and the US Bank ATM/debit card option? Carroll Cash is a debit account plan overseen by Carroll University and is completely separate from the US Bank portion of the Pioneer Card. If you open a US Bank checking account, you can link your Pioneer Card to it. Your Pioneer Card can then be used as an ATM card in any Plus ATM, including the US Bank ATM located in the Campus Center, or as a debit card off campus at any Interlink merchant, including Target, grocery stores, and convenience stores¹. All banking transactions are Personal Identification Number (PIN) protected. This means your card will only function for pin-based transactions, not signature-based transactions.

Pioneer Card Office

Phone: dial CARD (x2273) from any campus phone

Email: cardoffice@carrollu.edu

Web: pioneer.card.carrollu.edu

usbank.com/carrollu



1. This card cannot be used for purchases at Interlink merchants until a deposit account is opened with US Bank. 2. US 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 US 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 US Bank, NA. All rights reserved. Member FDIC.

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

Through a partnership between Carroll University and US Bank, all Pioneer Cards are encoded with the ability to access a US Bank checking account. If you choose US Bank, you are 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 network.¹

Do I have to bank with US Bank in order to use my Pioneer Card as an ATM card? Yes, Carroll University has partnered exclusively with US Bank to bring you this convenient access to your checking account.

Do I have to open my US Bank checking account at a US Bank branch in Waukesha in order to use my Pioneer Card as my US Bank ATM card? No, US 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 offered with a US Bank checking account? A US Bank Student Checking Account includes:

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

Can my support provider make a deposit into my checking account from my hometown US Bank branch? Yes, deposits can be made at any of the more than 3,000 branch locations in 25 states. Deposits can also be made at more than 5,300 US Bank ATM locations across the country, if your support provider has an ATM card linked to your account.

Is there is a US Bank branch in my hometown? Visit usbank.com, click on "Locations" and search by address or zip code.

How can I access my US Bank checking account? US Bank has a full-service branch near the Carroll University campus at 101 E. Sunset Dr. They also have a US 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-USBANKS (872-2257).

How do I change the PIN on my Pioneer Card? All US 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.