



REFUND POLICY

If your account has a balance of \$50 or more, you are eligible to receive a refund via check, or via credit to the credit or debit card used to make the deposit.

Any refund issued for a balance less than \$50 will be issued in the form of a prepaid calling card.

Additional Requirements for Refund:

- You must call customer care from the phone number associated with the account you wish to have refunded.
- A \$10 processing fee is applied to all check or debit/credit refunds.*
- Refund checks from an inmate account can only be made out to the inmate's name; however, they can be sent to an address different from the one on file.
- Only funds deposited in the 60 days prior to the request are eligible for a credit or debit card refund.

*Certain facilities may be exempt.

Customer Service:
1-866-516-0115, Option 5