

Dear Valued Customer,

Congratulations on the installation of Securus Debit at your agency. We hope that you will be pleased with the many benefits your agency, incarcerated individuals and constituents will experience as a result of this product offering. As you may know, Securus Debit has flexible refunding options. If you have chosen to utilize the Western Union refund process, we'd like to make you aware of a useful piece of collateral available to assist your staff and released individuals with the Western Union refund collection process.

A handy Securus Debit, Western Union refund instruction card is available for your staff to distribute to incarcerated individuals upon release. These come in a convenient business card format with refund process instructions that can be easily carried in a wallet or purse.

FRONT:

Securus Debit: Western Union Refund Instructions

Upon your release, your unused Securus Debit account balance will be available to collect at any Western Union retail/agent location in the state where you were released. Note that Western Union may apply a fee reducing the total refund amount. Your refund should be available for collection within 2 business days after your request for refund is received by Securus.

All refunds in excess of \$100 will be evaluated to prevent fraud or money laundering and could take up to 5 business days to process. Securus Debit accounts are designed to pay for Securus services and not for the transfer of monies between friends, family and the formerly incarcerated individual. Securus reserves the right to return funds to the rightful owner and may return any questionable funds to the debit/credit card used to deposit the funds.

SECURUS Technologies
connecting what matters®

BACK:

How do I get my money?

1. Contact the Securus Detainee Hotline at 1-855-273-7292 to request the refund.
2. Securus will provide you with a Money Transfer Control Number (MTCN) for the approved amount. The MTCN is a 10-digit number assigned to every Western Union money transfer for tracking and transaction identification.
3. Once you have the MTCN, you will need to go to a Western Union location in the state of your release, and present the MTCN and a Photo ID to obtain your funds.

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These Securus Debit Western Union refund instruction cards have been made available for ordering via Agency Portal. If you do not have access to the Agency Portal and would like to order these directly, please contact your local Securus Account Manager, who will be able to place an order on your behalf.

Again, we would like to sincerely thank you for your business and look forward to our continued partnership in the future. If you have any questions or would like more information, please contact your local Securus Account Manager.

Best Regards,

Securus Technologies, Inc.