

## **Notice to Family and Friends of New York State Inmates**

Following the successful launch of a pilot money transfer program with the new electronic inmate Trust Account Services system for female inmates, the New York State Department of Corrections and Community Supervision (DOCCS) is proud to offer these services to all inmates statewide starting **July 16, 2018**.

As previously announced, an enhanced inmate Trust Account Services system will expand existing services in state prisons and improve the re-entry process for individuals returning to their communities.

Through the use of current technology, JPay, a national correctional services provider, will be providing improved services for the transfer of money to inmate trust accounts. By implementing JPay's system statewide, DOCCS will reduce the duration of time between the deposit of funds and the availability for use by the incarcerated individual, and provide family and friends a greater variety of options to easily deposit money. The new inmate Trust Account Services system will also provide individuals released to the community a debit card with the remaining balance from their inmate account, which will give them a foundation to establish a bank account

Under the new system, JPay will continue to offer the existing mechanisms for depositing money into an incarcerated individual's account, without fees, through the conventional visitor deposit lockbox located at each DOCCS facility, or by a money order or check being mailed to the JPay Lockbox address. The new electronic service also provides family and friends the convenience of depositing money by telephone, internet or mobile app; however, there are fees associated with these methods. In addition, JPay partners with MoneyGram offering yet another means to deposit funds, even cash (also subject to fees). Regardless of which deposit option is selected neither New York State nor the Department of Corrections and Community Supervision receive any fees or commission for these services.

### **Visit Day Fund Deposits**

Visitors will continue to be able to leave cash, money orders and checks at the facility with no fees and only one minor change. Money orders and checks will require the use of a facility provided JPay deposit slip, which will be sent by DOCCS directly to JPay for processing. Cash deposits will be processed as customary by DOCCS facility staff.

**In addition to the conventional visit day deposit outlined above, JPay offers five (5) ways to deposit funds:**

1. With a check or money order utilizing a JPay deposit slip mailed to the JPay Lockbox:  
JPay  
PO Box 531190  
Miami, Florida 33153
2. With a credit card on the JPay website [www.JPay.com](http://www.JPay.com).
3. With a credit card on the JPay Mobile App
4. With a credit card by calling 1-800-574-5729, or

5. With cash at MoneyGram locations ([www.moneygram.com](http://www.moneygram.com)) using receive code 1317.

**Fee schedule:**

Item	Cash	Credit	Commission
JPay Lockbox	No Fees	N/A	None
MoneyGram: \$0.01 - \$2,999.99*	\$4.00	N/A	None

*\*The maximum MoneyGram transaction amount is subject to current MoneyGram regulations.*

**Money Transfer**

Amount (Credit Card)	Online	Phone	Commission
\$0.00 - \$20.00	\$3.15	\$4.15	None
\$20.01 - \$100.00	\$6.15	\$7.15	None
\$100.01 - \$200.00	\$8.15	\$9.15	None
\$200.01 - \$300.00	\$10.15	\$11.15	None

**Deposits Mailed to Facilities:**

Checks and Money Orders mailed to facilities will no longer be accepted, instead checks and money orders are simply to be mailed to the JPAY Lockbox address (no fees) payable to JPAY at PO Box 531190, Miami, FL 33153.

**Please note, a 60-day grace period has been established for money orders/checks mailed to the facility during the transition period to the JPay Lockbox.**

**The grace period for female pilot facilities will end on July 8, 2018.**

**The grace period for non-pilot facilities will end on September 16, 2018.**

**After the grace period, money orders and checks mailed to the facility will not be processed and will be returned to the sender with a JPay deposit slip so the sender can mail the money orders and checks directly to JPay.**

**Release and Work Release Cards:**

Debit cards will be issued to individuals upon their release and for incarcerated individuals in work release programs. The cards will enable individuals the ability to more easily access their funds and open a bank account upon re-entry to the community. This same system is in place in several county facilities and in the New York City Department of Correction and has been recommended by individuals families and friends as a result of their positive experience.

For more information on the services offered by JPay please visit [www.JPay.com](http://www.JPay.com).