

## DEBIT CARDS & CHECKS

### CHECKS TO ANYONE OTHER THAN ACCOUNT HOLDER

The permit between the county and the state stipulates that Commissary can only release funds from a customer's account to that customer and only when the customer has been released from the facility. Exceptions to this policy require a court order.

### RELEASE DEBIT CARDS

Master Card debit cards are available in Booking. If you have more than \$3.95 left in your account at the time of release, you can have your funds transferred to a card as you process out. There is a \$3.95 per card charge for each card funded at the booking kiosk. The max balance per card is \$9500; if you have more than \$9500 at the time of release, you can receive the funds on multiple cards.

### HOW TO USE RELEASE DEBIT CARDS

You can use the card anywhere that accepts MasterCard or at ATMs to withdraw funds. You may also present the card to your bank teller to withdraw cash. Funds are usually available within 10 minutes of swiping the card at the booking kiosk.

### CARD FEES

Commissary does not set or receive fees related to debit cards or debit card transactions and are unable to answer questions concerning fees beyond the information provided in this document.

### CARD ISSUES

If you experience any issues with a card, call the customer service number provided in the paperwork which came with your card.

### RELEASE CHECKS

If you would prefer a check instead of a debit card, you will need to complete a "Release Authorization Form" as you exit Booking. These forms are processed and checks mailed each Tuesday. There is a \$2.00 check fee.

### TRANSFERRING TO ANOTHER FACILITY

If you are transferring to another correctional facility, it is not recommended that you transfer your account balance to a debit card at the time you leave the Lawrence County Correctional Facility as not all correctional facilities are able to transfer your debit card funds to your new trust fund account. You can ask for a blank "Release Authorization Form" on your way out of the Lawrence County Correctional Facility. Once you arrive at a facility where you will remain for at least several weeks, you can complete and mail that form to us so we know where to send your check for the new facility to deposit it into your account. You will need to provide your i.d. number at the new facility when requesting funds be sent to you at another correctional facility. If you leave Lawrence County without getting a "Release Authorization Form," you can send a letter providing your name, date of birth, last four of your Social Security number, the i.d.# you have at your new facility, the new facility name and address to Chilton Vending, P O Box 31, Pleasant View TN 37146, or have a friend or family member call Commissary at 615-777-0977 and provide this information.

### LEAVING BEFORE YOU RECEIVE YOUR COMMISSARY ORDER

If you leave between the time you place a commissary order and the time commissary is delivered and transferred your balance to a debit card, the refund for that order will not be included. You will need to also complete a "Release Authorization Form" as you exit Booking so we know where to mail your check once the refund is processed.