

Benefits to Friends and Family

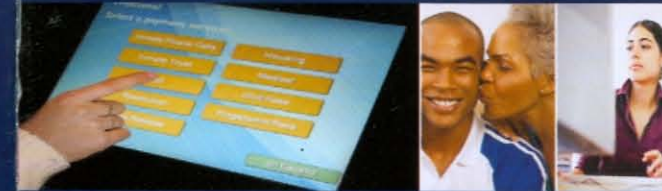
- Multiple ways to fund an inmate's account:
- Lobby Kiosk accepts cash and credit cards
- Add money to an inmate's account via Intelmate website at pay.intelmate.com
- Add money to an inmate's account by phone with our live bilingual Customer Service 5 am – 11pm PST
- Cash deposits can be made at any of our 135,000 Retail Partner locations
- Funds are immediately available to your loved one (inmate) & they are notified of your deposit
- Funds can be added to an inmate general calling account or to your specific phone number
- Intelmate's fees are 40% cheaper than our competitors
- Funds added to your phone number can be used to leave a voicemail for an inmate 24/7
- We are PCI Data Compliant to insure your credit card data is safe
- **Nuestros representantes se hablan español (866) 516-0115**

Benefits to Inmates

- Inmates have instantaneous access to deposits
- Every inmate has a voicemail box and will receive a voicemail notification when deposit is completed
- Inmate can check their account balance via the inmate phone
- Intelmate uses Voice Biometrics to insure an inmate's funds are secure



Fast, reliable, secure, and convenient way for friends and family members to replenish an inmate's account 24 hours a day, 7 days a week, 365 days a year.



Deposit inmate funds instantly for...

Prepaid Calling
Trust
Bail
Medical
Housing
Work Release
Restitution
and More!

We accept Cash, Credit and Debit Cards, Echeck, Western Union, and Money Orders as forms of payment.

FOR CUSTOMER SERVICE / PARA SERVICIO AL CLIENTE
HOURS / HORAS 5AM – 11PM PST

(866) 516-0115

NUESTROS REPRESENTANTES SE HABLAN ESPAÑOL

3 ways to transfer money

1...Intelmate Kiosk

Friends and Family can add money to an inmate's account using the **Intelmate Kiosk** located in the lobby of the Correctional Facility.

Money can be added to the inmate's account using a credit or debit card and cash.



2...Intelmate Website

Add funds 24 hours a day, 7 days a week, via our website: **pay.intelmate.com**

Website features:

- Fast, reliable, secure, and convenient way to make deposits
- INSTANTANEOUS posting of transactions

pay.intelmate.com



3...or by Phone

Contact Customer Service today to make a payment or learn more about our services.

All Customer Service Representatives are bilingual operators empowered to make decisions to best serve you by a live operator from 5 AM to 11 PM (PST).

Don't have a credit/debit card and or live near the correctional facility – NO PROBLEM.

Intelmate has 135,000 Retail Partner locations where you can add money to an inmate's account with cash.

Contact us for a list of available locations.

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NUESTROS REPRESENTANTES SE HABLAN ESPAÑOL

* We accept Cash, Credit and Debit Cards,
Echeck, Western Union, and Money Orders
as forms of payment.

Intelmate
Simplifying Inmate Funds Management

FRIENDS & FAMILY PREPAID CALLING

Llamadas Prepagadas
para Familiares y Amigos

3 Ways to Purchase...

3 Maneras para Comprar

1...Customer Service

(866) 516-0115
servicio al cliente

2...Our Website

www.intelmate.com
nuestra página web

3...Use the Intelmate Lobby Kiosk

Utilizar el kiosco vestíbulo

It's Simple!



PURCHASE PREPAID CALLING

Compra
Llamadas Prepagadas

1...Enter your PIN

Entre su numero de clave

2...Dial 411#

Marque 411#

3...Follow the prompts to buy phone time

Siga Las instrucciones para
comprar tiempo de telefono

It's Simple!



REPORT A PHONE PROBLEM

Un problema
con el teléfono

1...Enter your PIN

Entre su numero de clave

2...Dial 211#

Marque 211#

3...Follow the prompts

Siga Las instrucciones

Press 1 for a dropped call

Press 2 for all other issues

Marque 1 para una llamada perdida

Marque 2 para cualquiera otra tema

