

## Benefits to Friends and Family

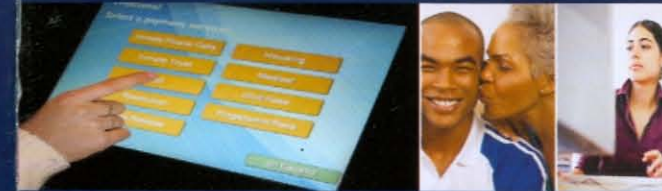
- Multiple ways to fund an inmate's account:
- Lobby Kiosk accepts cash and credit cards
- Add money to an inmate's account via Intelmate website at [pay.intelmate.com](http://pay.intelmate.com)
- Add money to an inmate's account by phone with our live bilingual Customer Service 5 am – 11pm PST
- Cash 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](http://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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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

