

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.

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.