TEXAS OFFENDER TELEPHONE

Texas Offender Debit Account Refund Request

Rules

- Only Offender Debit accounts with at least $3.51 are eligible for a refund.
- Only the offender can receive the refund.
- Requests for refunds will only be processed between the 3rd month and the 12th month after release.

I Want My Offender Debit Account Refund

- Refunds are only available for Offender Debit accounts with a balance of $3.51 or more because there is a processing fee of $3.50 to provide the refund.
- Requests for refunds will be processed no sooner than 90 days after release. If requests are received prior to 90 days of release, they will not be processed, and must be resubmitted no sooner than 90 days after your release date.
- You have 12 months from your release date to request a refund. Refund requests received after 12 months from your release date will not be processed and the funds will no longer be available.
- The refund request form must be **PRINTED and READABLE**. If we cannot read your request, it will not be processed.
- You need to provide:
  - Any phone number from your Authorized Calling List. If you did not have a phone number on your calling list, leave this field blank.
    Note: If you had phone numbers on your Authorized Calling List, and you do not fill in that field, your request will not be processed.
  - your birth date
  - a complete mailing address so we can mail your refund check to you

To process your refund request, complete the Offender Debit Account Refund Request form below, or print the one on our website: www.TexasPrisonPhone.com.

Mail refund request form, questions and concerns to:

Texas Offender Debit Account Refund
143 North Washington Street (Mail code NCRKYF0106-120)
Rocky Mount, NC 27801

Offender Debit Account Refund Request

PRINT CLEARLY!

Release Date: ☐☐ ☐☐ ☐☐☐☐ TDCJ ID #: ☐☐☐☐☐☐☐☐

Date of Birth: ☐☐ ☐☐ ☐☐☐☐ (Month / Day / Year) Authorized Calling List #: ☐☐☐–☐☐☐–☐☐☐☐

Last Name:

First Name:

Middle Name:

Address: Apt:

City: State: ZIP:

Contact Phone #: ☐☐☐–☐☐☐–☐☐☐☐

Email Address: