



homewav[®]

Types of Funds

Talk-to-Me Funds (TTM): Talk-to-Me Funds are deposited by a third-party user and may only be used by the inmate to talk to the third-party account which deposited the funds.

Inmate General Funds (IGF): Inmate General Funds are deposited by any user into an inmate's account and used by the inmate for communications with any third-party user.

How to Request a Refund?

Refunds are generated automatically when a third-party user deletes an inmate from their account, when an inmate is removed from a facilities roster, or when a facility is decommissioned.

Refunds may be generated by the visitor by deleting the inmate or requested manually by logging into your account and choosing the "refund request" option in the account menu.

Refunds from IGF may only be requested by the inmate whose account the funds were deposited. Otherwise, IGF are only refunded to the inmate or the credit card used in the original transaction after the inmate is removed from the facility or the facility is decommissioned.

How will Refunds be Processed?

Inmates at HomeWAV facilities are prompted to complete a refund form during the account creation process. The inmate may either select to initiate an immediate refund back to the credit cards used to fund the account or provide an "in care of" address for a check refund.

- ➔ TTM: TTM funds will be refunded less 10% of the remaining balance to the last card used for each third-party user. Any PayNearMe deposits will be refunded to the address provided by the third-party user during the account creation process.
- ➔ IGF: IGF funds will be refunded to credit cards less 10% of the remaining balance using a "Last-in, first-out" methodology. HomeWAV will skip PayNearMe deposits during the "last-in, first-out" process. PayNearMe funds will stop the process refund process. Any funds remaining after all credit card transactions have been reversed will be refunded by check "in care of" to the address provided by the inmate. Any refund requiring a check will be refunded less 10% of the remaining balance.

(continued)

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Other Notes

Third-Party Content (music, movies, games, etc..) accessed through HomeWAV's software will only be available to users for the specified rental period and while the user is housed at the facility. HomeWAV will not refund usage fees spent on Third-Party Content rentals for any reason, including the user's loss of access to the Third-Party Content during the rental period due to release, disciplinary measures, or any other reason.

Refund checks usually arrive within 4-6 weeks. The processing time to refund credit cards usually requires 2-5 business days but will vary depending on the cardholder's bank.

The Refund Fee is not applied when a facility is decommissioned or when funds have never been used.

Refunds may not be transferred to another facility unless the new facility has an existing contract with HomeWAV, in which case the third-party account holder may contact HomeWAV Customer Support for assistance.