

Release the Power of Progress

The new JPay Release card is here

Starting in December 2014, the remaining portion of your trust account balance will be transferred to your JPay Progress card. You can use it for purchases anywhere MasterCard is accepted or at ATMs and cash-back locations

Making a signature-based purchase?

Go ahead! Your Progress Card is ready for immediate use for signature purchases – just swipe and sign!

Want to use an ATM, cash-back location, or make a PIN-based transaction?

When you get your JPay Progress card, it is already active and ready to use at ATMs and for PIN-based transactions using your PIN number

For security, we recommend that you set up a different PIN of your own choosing. You can do this by either visiting <https://releasecards.jpayers.com/chp> or calling JPay customer service at 1-866-777-5729. Be sure to have the following information available:

- The 16 digit card number
- The card expiration date
- The initial card PIN
- Your date of birth
- You will also be asked to create a user name and password



Which ATM should I use?

You can use any ATM, but if you want to avoid additional fees, make sure to use an ATM with the MoneyPass logo. You can find nearby MoneyPass ATMs at moneypass.com/locator, they're usually at Walmart, Kmart, and credit unions. When you are issued your JPay Progress Card, you will also receive a flyer that lists 4 nearby MoneyPass ATMs

Some ATMs may only allow you to withdraw cash in increments of \$20. If you want to withdraw a smaller amount, try using the cash-back option at retailers like Walmart

Do I have to pay a fee to use my Progress Card?

All ATM withdrawals (at MoneyPass ATMs) are completely free. You also have no fee for purchases, balance inquiries and card activation. There is a \$2 weekly fee and a \$5 card replacement fee

How can I check my balance?

The easiest way is to visit Releasecards.JPay.com. You can also call 866-777-5729

Please hold on to this card for at least 45 days. Funds will be loaded on to your card for any payroll, commissary credits, or any other reimbursement that may be due to you. Please check your balance once a week to see if any additional funds have been added to your card. Inquiries about funds due should be directed to the business office of your releasing facility

Questions? Want to upgrade to a personalized card?

Contact JPay any time by visiting Releasecards.JPay.com or calling 866-777-5729



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