

Release the Power of Progress

The new JPay Release card is here

Starting December 18, 2017, 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. For more information, please visit <https://releasecards.jpayers.com/chp> or call JPay's customer service at 1-866-777-5729.

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 the nearby MoneyPass ATM.



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 \$3 fee after 90 days of inactivity. The \$3 fee will be applied monthly if there is continued inactivity on the card.

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.

