

NYS DOCCS HAS RENEGOTIATED ITS CONTRACT WITH JPAY TO LOWER RATES

In fall 2018, criminal justice advocates, including directly impacted community members, engaged NYS DOCCS regarding the agency's new contract with JPay and the exorbitant prices it charges incarcerated people and their support networks for financial and tablet services. After months of dialogue, NYS DOCCS renegotiated its contract with JPay and lowered rates, including a clause in the new contract that requires JPay to notify the agency if it agrees to better rates with any other customer agency and to meet those rates. Below is summary of the rate changes.

MONEY TRANSFERS (CHANGES EFFECTIVE MAY 1, 2019)

Transfer Amount	Old		New		Change	
	Online	Phone	Online	Phone	Online	Phone
\$2.00 - \$9.99	\$3.15	\$4.15	\$1.99	\$2.99	(37%)	(28%)
\$10.00 - \$19.99	\$3.15	\$4.15	\$2.99	\$3.99	(5%)	(4%)
\$20.00 - \$49.99	\$6.15	\$7.15	\$3.99	\$4.99	(35%)	(30%)
\$50.00 - \$99.99	\$6.15	\$7.15	\$5.99	\$6.99	(3%)	(2%)
\$100.00 - \$199.99	\$8.15	\$9.15	\$5.99	\$6.99	(27%)	(24%)
\$200.00 - \$300.00	\$10.15	\$11.15	\$5.99	\$6.99	(41%)	(37%)

	Old	New	Change
MoneyGram (upto \$2,999)	\$4.00	\$4.00	-
Money Order/Personal Check	Free	Free	-

MEDIA (CHANGES EFFECTIVE MAY 1, 2019)

	Old	New	Change
Replacement Tablet	Free	Free	-
Replacement Earbuds	\$5.00	\$5.00	-
Replacement Charger	\$10.00	\$10.00	-
Per Song	\$1.00 - \$2.50	\$1.00 - \$2.50	-
Per Album	\$2.00 - \$46.00	\$2.00 - \$46.00	-
Games	Free - \$7.99	Free - \$7.99	-
Movies	\$2.00 - \$25.00	\$2.00 - \$25.00	-
eBooks	\$0.99 - \$19.99	Free - \$1.01	Variable
Audio Books	\$0.99 - \$19.99	\$0.99 - \$19.99	-

EMAIL (CHANGES EFFECTIVE MAY 1, 2019)

	Old	New	Change
Single "Stamp"	\$0.35	\$0.33	(6%)
10 "Stamp" Bundle	\$3.25	\$3.00	(8%)
30 "Stamp" Bundle	\$8.50	\$8.40	(1%)
60 "Stamp" Bundle	\$15.00	\$15.00	-
100 "Stamp" Bundle	N/A	\$23.00	

DEBIT RELEASE CARDS (CHANGES EXPECTED TO TAKE EFFECT SUMMER 2019)

	Old	New	Change
<i>Domestic</i>			
ATM Withdrawal	\$2.00	Free	(100%)
ATM Decline	\$0.70	\$0.70	-
ATM Balance Inquiry Fee	\$0.50	\$0.50	-
Pin/Signature Purchase	\$0.50	Free	(100%)
Pin/Signature Decline	\$0.50	\$0.50	-
<i>International</i>			
ATM Withdrawal	\$4.00	\$3.95	(1%)
ATM Decline	\$1.50	\$1.50	-
ATM Balance Inquiry Fee	\$1.50	\$0.50	(67%)
Pin/Signature Purchase	\$1.00	\$1.00	-
Pin/Signature Decline	\$0.50	\$0.50	-
Monthly Service Fee	\$2.00	Free	(100%)
Inactivity Fee (after 60 days)	\$2.99	\$2.99	-
Replace Card	\$5.00	\$5.00	-
Expedite Card	\$30.00	Free	(100%)
Account Closure (after first 10 days)	\$9.95	\$9.95	-
Statement Print	\$1.50	Free	(100%)

MONEY TRANSFERS – FEE SCHEDULE

Generally, JPay’s fee percentages are lower at higher deposit amounts. A \$10 deposit carries a 30% fee while a deposit of \$300 carries a 2% fee. However, due to the deposit buckets, the relationship between deposit amount and the fee is not linear.

To maximize deposited funds and avoid fees, we recommend the following deposit amounts:

- If you have less than \$25, we recommend depositing as much as you can between \$14 and \$19.99. Fees: 16-22%
- If you have less than \$75, we recommend depositing as much as you can between \$26 and \$49.99. Fees: 8-15%
- If you have \$75 or above, we recommend depositing as much as you can up to the max. Fees: 2-8%

Deposit Amount	Fee Rate	Fee Percent	Deposit Amount	Fee Rate	Fee Percent	Deposit Amount	Fee Rate	Fee Percent	Deposit Amount	Fee Rate	Fee Percent
\$2.00	\$1.99	99.5%	\$76.00	\$5.99	7.9%	\$151.00	\$5.99	4.0%	\$226.00	\$5.99	2.7%
\$3.00	\$1.99	66.3%	\$77.00	\$5.99	7.8%	\$152.00	\$5.99	3.9%	\$227.00	\$5.99	2.6%
\$4.00	\$1.99	49.8%	\$78.00	\$5.99	7.7%	\$153.00	\$5.99	3.9%	\$228.00	\$5.99	2.6%
\$5.00	\$1.99	39.8%	\$79.00	\$5.99	7.6%	\$154.00	\$5.99	3.9%	\$229.00	\$5.99	2.6%
\$6.00	\$1.99	33.2%	\$80.00	\$5.99	7.5%	\$155.00	\$5.99	3.9%	\$230.00	\$5.99	2.6%
\$7.00	\$1.99	28.4%	\$81.00	\$5.99	7.4%	\$156.00	\$5.99	3.8%	\$231.00	\$5.99	2.6%
\$8.00	\$1.99	24.9%	\$82.00	\$5.99	7.3%	\$157.00	\$5.99	3.8%	\$232.00	\$5.99	2.6%
\$9.00	\$1.99	22.1%	\$83.00	\$5.99	7.2%	\$158.00	\$5.99	3.8%	\$233.00	\$5.99	2.6%
\$10.00	\$2.99	29.9%	\$84.00	\$5.99	7.1%	\$159.00	\$5.99	3.8%	\$234.00	\$5.99	2.6%
\$11.00	\$2.99	27.2%	\$85.00	\$5.99	7.0%	\$160.00	\$5.99	3.7%	\$235.00	\$5.99	2.5%
\$12.00	\$2.99	24.9%	\$86.00	\$5.99	7.0%	\$161.00	\$5.99	3.7%	\$236.00	\$5.99	2.5%
\$13.00	\$2.99	23.0%	\$87.00	\$5.99	6.9%	\$162.00	\$5.99	3.7%	\$237.00	\$5.99	2.5%
\$14.00	\$2.99	21.4%	\$88.00	\$5.99	6.8%	\$163.00	\$5.99	3.7%	\$238.00	\$5.99	2.5%
\$15.00	\$2.99	19.9%	\$89.00	\$5.99	6.7%	\$164.00	\$5.99	3.7%	\$239.00	\$5.99	2.5%
\$16.00	\$2.99	18.7%	\$90.00	\$5.99	6.7%	\$165.00	\$5.99	3.6%	\$240.00	\$5.99	2.5%
\$17.00	\$2.99	17.6%	\$91.00	\$5.99	6.6%	\$166.00	\$5.99	3.6%	\$241.00	\$5.99	2.5%
\$18.00	\$2.99	16.6%	\$92.00	\$5.99	6.5%	\$167.00	\$5.99	3.6%	\$242.00	\$5.99	2.5%
\$19.00	\$2.99	15.7%	\$93.00	\$5.99	6.4%	\$168.00	\$5.99	3.6%	\$243.00	\$5.99	2.5%
\$20.00	\$3.99	20.0%	\$94.00	\$5.99	6.4%	\$169.00	\$5.99	3.5%	\$244.00	\$5.99	2.5%
\$21.00	\$3.99	19.0%	\$95.00	\$5.99	6.3%	\$170.00	\$5.99	3.5%	\$245.00	\$5.99	2.4%
\$22.00	\$3.99	18.1%	\$96.00	\$5.99	6.2%	\$171.00	\$5.99	3.5%	\$246.00	\$5.99	2.4%
\$23.00	\$3.99	17.3%	\$97.00	\$5.99	6.2%	\$172.00	\$5.99	3.5%	\$247.00	\$5.99	2.4%
\$24.00	\$3.99	16.6%	\$98.00	\$5.99	6.1%	\$173.00	\$5.99	3.5%	\$248.00	\$5.99	2.4%
\$25.00	\$3.99	16.0%	\$99.00	\$5.99	6.1%	\$174.00	\$5.99	3.4%	\$249.00	\$5.99	2.4%
\$26.00	\$3.99	15.3%	\$100.00	\$5.99	6.0%	\$175.00	\$5.99	3.4%	\$250.00	\$5.99	2.4%
\$27.00	\$3.99	14.8%	\$101.00	\$5.99	5.9%	\$176.00	\$5.99	3.4%	\$251.00	\$5.99	2.4%
\$28.00	\$3.99	14.3%	\$102.00	\$5.99	5.9%	\$177.00	\$5.99	3.4%	\$252.00	\$5.99	2.4%
\$29.00	\$3.99	13.8%	\$103.00	\$5.99	5.8%	\$178.00	\$5.99	3.4%	\$253.00	\$5.99	2.4%
\$30.00	\$3.99	13.3%	\$104.00	\$5.99	5.8%	\$179.00	\$5.99	3.3%	\$254.00	\$5.99	2.4%
\$31.00	\$3.99	12.9%	\$105.00	\$5.99	5.7%	\$180.00	\$5.99	3.3%	\$255.00	\$5.99	2.3%
\$32.00	\$3.99	12.5%	\$106.00	\$5.99	5.7%	\$181.00	\$5.99	3.3%	\$256.00	\$5.99	2.3%
\$33.00	\$3.99	12.1%	\$107.00	\$5.99	5.6%	\$182.00	\$5.99	3.3%	\$257.00	\$5.99	2.3%
\$34.00	\$3.99	11.7%	\$108.00	\$5.99	5.5%	\$183.00	\$5.99	3.3%	\$258.00	\$5.99	2.3%
\$35.00	\$3.99	11.4%	\$109.00	\$5.99	5.5%	\$184.00	\$5.99	3.3%	\$259.00	\$5.99	2.3%
\$36.00	\$3.99	11.1%	\$110.00	\$5.99	5.4%	\$185.00	\$5.99	3.2%	\$260.00	\$5.99	2.3%
\$37.00	\$3.99	10.8%	\$111.00	\$5.99	5.4%	\$186.00	\$5.99	3.2%	\$261.00	\$5.99	2.3%
\$38.00	\$3.99	10.5%	\$112.00	\$5.99	5.3%	\$187.00	\$5.99	3.2%	\$262.00	\$5.99	2.3%
\$39.00	\$3.99	10.2%	\$113.00	\$5.99	5.3%	\$188.00	\$5.99	3.2%	\$263.00	\$5.99	2.3%
\$40.00	\$3.99	10.0%	\$114.00	\$5.99	5.3%	\$189.00	\$5.99	3.2%	\$264.00	\$5.99	2.3%
\$41.00	\$3.99	9.7%	\$115.00	\$5.99	5.2%	\$190.00	\$5.99	3.2%	\$265.00	\$5.99	2.3%
\$42.00	\$3.99	9.5%	\$116.00	\$5.99	5.2%	\$191.00	\$5.99	3.1%	\$266.00	\$5.99	2.3%
\$43.00	\$3.99	9.3%	\$117.00	\$5.99	5.1%	\$192.00	\$5.99	3.1%	\$267.00	\$5.99	2.2%
\$44.00	\$3.99	9.1%	\$118.00	\$5.99	5.1%	\$193.00	\$5.99	3.1%	\$268.00	\$5.99	2.2%
\$45.00	\$3.99	8.9%	\$119.00	\$5.99	5.0%	\$194.00	\$5.99	3.1%	\$269.00	\$5.99	2.2%
\$46.00	\$3.99	8.7%	\$120.00	\$5.99	5.0%	\$195.00	\$5.99	3.1%	\$270.00	\$5.99	2.2%
\$47.00	\$3.99	8.5%	\$121.00	\$5.99	5.0%	\$196.00	\$5.99	3.1%	\$271.00	\$5.99	2.2%
\$48.00	\$3.99	8.3%	\$122.00	\$5.99	4.9%	\$197.00	\$5.99	3.0%	\$272.00	\$5.99	2.2%
\$49.00	\$3.99	8.1%	\$123.00	\$5.99	4.9%	\$198.00	\$5.99	3.0%	\$273.00	\$5.99	2.2%
\$50.00	\$5.99	12.0%	\$124.00	\$5.99	4.8%	\$199.00	\$5.99	3.0%	\$274.00	\$5.99	2.2%
\$51.00	\$5.99	11.7%	\$125.00	\$5.99	4.8%	\$200.00	\$5.99	3.0%	\$275.00	\$5.99	2.2%
\$52.00	\$5.99	11.5%	\$126.00	\$5.99	4.8%	\$201.00	\$5.99	3.0%	\$276.00	\$5.99	2.2%
\$53.00	\$5.99	11.3%	\$127.00	\$5.99	4.7%	\$202.00	\$5.99	3.0%	\$277.00	\$5.99	2.2%
\$54.00	\$5.99	11.1%	\$128.00	\$5.99	4.7%	\$203.00	\$5.99	3.0%	\$278.00	\$5.99	2.2%
\$55.00	\$5.99	10.9%	\$129.00	\$5.99	4.6%	\$204.00	\$5.99	2.9%	\$279.00	\$5.99	2.1%
\$56.00	\$5.99	10.7%	\$130.00	\$5.99	4.6%	\$205.00	\$5.99	2.9%	\$280.00	\$5.99	2.1%
\$57.00	\$5.99	10.5%	\$131.00	\$5.99	4.6%	\$206.00	\$5.99	2.9%	\$281.00	\$5.99	2.1%
\$58.00	\$5.99	10.3%	\$132.00	\$5.99	4.5%	\$207.00	\$5.99	2.9%	\$282.00	\$5.99	2.1%
\$59.00	\$5.99	10.2%	\$133.00	\$5.99	4.5%	\$208.00	\$5.99	2.9%	\$283.00	\$5.99	2.1%
\$60.00	\$5.99	10.0%	\$134.00	\$5.99	4.5%	\$209.00	\$5.99	2.9%	\$284.00	\$5.99	2.1%
\$61.00	\$5.99	9.8%	\$135.00	\$5.99	4.4%	\$210.00	\$5.99	2.9%	\$285.00	\$5.99	2.1%
\$62.00	\$5.99	9.7%	\$136.00	\$5.99	4.4%	\$211.00	\$5.99	2.8%	\$286.00	\$5.99	2.1%
\$63.00	\$5.99	9.5%	\$137.00	\$5.99	4.4%	\$212.00	\$5.99	2.8%	\$287.00	\$5.99	2.1%
\$64.00	\$5.99	9.4%	\$138.00	\$5.99	4.3%	\$213.00	\$5.99	2.8%	\$288.00	\$5.99	2.1%
\$65.00	\$5.99	9.2%	\$139.00	\$5.99	4.3%	\$214.00	\$5.99	2.8%	\$289.00	\$5.99	2.1%
\$66.00	\$5.99	9.1%	\$140.00	\$5.99	4.3%	\$215.00	\$5.99	2.8%	\$290.00	\$5.99	2.1%
\$67.00	\$5.99	8.9%	\$141.00	\$5.99	4.2%	\$216.00	\$5.99	2.8%	\$291.00	\$5.99	2.1%
\$68.00	\$5.99	8.8%	\$142.00	\$5.99	4.2%	\$217.00	\$5.99	2.8%	\$292.00	\$5.99	2.1%
\$69.00	\$5.99	8.7%	\$143.00	\$5.99	4.2%	\$218.00	\$5.99	2.7%	\$293.00	\$5.99	2.0%
\$70.00	\$5.99	8.6%	\$144.00	\$5.99	4.2%	\$219.00	\$5.99	2.7%	\$294.00	\$5.99	2.0%
\$71.00	\$5.99	8.4%	\$145.00	\$5.99	4.1%	\$220.00	\$5.99	2.7%	\$295.00	\$5.99	2.0%
\$72.00	\$5.99	8.3%	\$146.00	\$5.99	4.1%	\$221.00	\$5.99	2.7%	\$296.00	\$5.99	2.0%
\$73.00	\$5.99	8.2%	\$147.00	\$5.99	4.1%	\$222.00	\$5.99	2.7%	\$297.00	\$5.99	2.0%
\$74.00	\$5.99	8.1%	\$148.00	\$5.99	4.0%	\$223.00	\$5.99	2.7%	\$298.00	\$5.99	2.0%
\$75.00	\$5.99	8.0%	\$149.00	\$5.99	4.0%	\$224.00	\$5.99	2.7%	\$299.00	\$5.99	2.0%
			\$150.00	\$5.99	4.0%	\$225.00	\$5.99	2.7%	\$300.00	\$5.99	2.0%