



Billing / Cancellation Terms and Conditions

Please read the terms and conditions carefully.

Cancellation

If you wish to cancel your membership, please call customer service at 1-877-833-9041.

You will be on monthly billing; hence your membership will be cancelled at the end of the month in which the cancellation request is received. You are responsible for making payment for the months during which benefits are in effect.

Lapse for Non-Payment

You pay for benefits on a monthly basis. If payment is not received on the due date for the benefit period you elected, a notice of cancellation ("Notice of Cancellation") will be sent by email to the email address on file for the member. Your method of payment will be attempted several times, if payment is not received within fourteen (14) days after the payment was due, the plan will be terminated, effective on the last day of the month for which payment has been made. If the member, or a qualifying family member, is engaged in the recovery process an attempt may be made to contact the member by phone in addition to the email Notice of Cancellation. Securus ID and MIS reserve the right to cease Recovery, Products and Services at the point at which the plan is terminated for non-payment.

Membership Support

ID Theft Breach / Victim Hotline 1-866-762-7868

General Questions / Support / Billing Assistance 1-877-833-9041