Master Agreement Number:	**99SWC-NV22-13386**
Solicitation Number:	**99SWC-S1154**
Title:	**Inmate Communications**

Government Entity:	**State of Nevada, Department of Administration, Purchasing Division**		
Address:	**515 E Musser St, Ste 300**		
City, State, Zip Code:	**Carson City, NV 89701**		
Contact:	**Heather Moon, Purchasing Officer II**		
Phone:	**775-684-0179**	Email:	**hmoon@admin.nv.gov**

Contractor:	**Keefe Commissary Network**		
Address:	**10880 Lin Page Place**		
City, State, Zip Code:	**St. Louis, MO 63132**		
Contact:	**Dennis Dempsey, Regional Vice President**		
Phone:	**775-250-2288**	Email:	**ddempsey@keefegroup.com**

1. **AMENDMENTS.** For and in consideration of mutual promises and/or their valuable considerations, all provisions of the original master agreement resulting from Request for Proposal #99SWC-S1154 and dated November 1, 2022, attached hereto as Exhibit A, remain in full force and effect with the exception of the following:

   A. The purpose of this amendment is to incorporate Release and Work Release Card Program into Keefe Commissary Network's Master Agreement.

2. **INCORPORATED DOCUMENTS.** Exhibit A (Original Master Agreement and Amendment #1) is attached hereto, incorporated by reference herein and made a part of this amended master agreement.

3. **ATTACHMENTS**

3.1. The following documents are incorporated in descending order of constructive precedence.

EXHIBIT C – Release and Work Release Card Program

3.2. All other governmental laws, regulations, or actions applicable to the goods and/or services authorized by this Master Agreement are also incorporated herein.

4. **AUTHORITY.** Each person signing represents and warrants that he/she is duly authorized and has legal capacity to execute and deliver and bind the parties hereto. Each signatory represents and warrants to the other that the execution and delivery the performance of each party's obligations hereunder have been duly authorized, and this is a valid and legal agreement binding on the parties and enforceable in accordance with its terms.

IN WITNESS WHEREOF, the parties sign and cause this Master Agreement to be executed. Notwithstanding verbal or other representations by the parties, the "Effective Date" of this Master Agreement shall be the date provided within Section 2 above.

Government Entity: **State of Nevada**	Contractor: **Keefe Commissary Network**
Signature:	Signature:
Name: **Gideon Davis**	Name: DENNIS DEMPSEY
Title: **Administrator**	Title: Regional VP
Date: 6/24/2024	Date: 6-19-24

EXHIBIT C

Keefe Release & Work Release Card Program

Numi Financial - Our Philosophy

When a person is released from jail or prison, they often do not have the proper identification and proof of address that is typically required to open a bank account or cash a check. Traditional banks may use companies like ChexSystems or Early Warning Systems to conduct credit checks and obtain banking history (negative balances, accounts closed, unpaid bank fees, etc.) which could make things even more difficult for someone facing an already challenging reintegration.

Numi Financial was founded on the principle that those who return to their communities with financial tools at their disposal are not only better prepared to successfully re-enter society but are also less likely to recidivate. By providing a feature-rich, universally accepted Mastercard product that allows the recipient to easily and securely access their funds, traditional banking and check cashing will no longer impede the necessary steps each individual will take upon release.

Numi offers correctional facilities more than an innovative solution to a person's rehabilitation - with the fully integrated Mastercard-based debit card program, facilities can go completely cashless for disbursements which eliminates the tremendous burden of managing money within the facility. Whether it is inside the facility or out in the world, Numi Financial is making life a little less complicated.

Corrections Solutions

Over 800 facilities in 47 states use Numi to solve two distinct correctional agency requirements:

- **Prestige Release Cards:** Upon release, an individual (Cardholder) can immediately access and use the remaining balance of their trust account by using their prepaid Mastercard debit card.

- **Fusion Work Release Cards:** Work release centers use the cards to manage daily and weekly per diem disbursements, and can closely monitor and manage Cardholder spending. Cardholders can pay bills and receive direct deposit payroll onto their Mastercard debit card which can be used only at merchant locations approved by the facility.

It's all in the details, so let's take a closer look at each of these options.

Prestige Release Card for Inmate Release

Financial responsibility is vitally important, which is why Numi offers debit cards instead of credit cards - funds are limited to the amount allocated on the card. Both the Cardholder and correctional facility will experience a multitude of benefits, including:

Cardholder Benefits	Facility Benefits
● Can access funds 24 hours a day using a variety of methods ● Use cards everywhere Mastercard is accepted worldwide ● 24/7 ATM access everywhere the card is accepted ● MoneyPass surcharge-free ATM access* ● Cash back at participating Mastercard retailers ● Ability to withdraw the full card balance at participating banks ● Ability to fund digital wallets and cash apps like Venmo, PayPal, CashApp, etc. ● FREE card balance transfer to bank account ● FREE online account management ● FREE program "opt-out" via paper check request ● FREE 24/7 US-based live multilingual phone support See Card Terms & Conditions for specific program features and pricing	● Reduced release processing time ● Reduced accounting department costs and resources ● Reduced costs, resources, and risks by eliminating checks and cash at release ● Reduced calls from released individuals regarding their accounts ● Immediate reconciliation of bank accounts ● Conduct simple and clean account audits ● Eliminate unclaimed property reporting ● Eliminate customer service duties - Numi handles all lost, stolen, and card usage issues ● Receive automated daily transaction reports ● Numi Financial program educational materials to cardholders ● Access a 24/7 dedicated facility support team

Key features of the Prestige Release Card for <u>CARDHOLDERS</u>:

Immediate Use	Once the Cardholder accepts the terms and activates the card, it is ready for use.
Universal Acceptance	Everywhere Mastercard is accepted, the Prestige Release Card will work.
Cash Back Capability	When making a purchase, the Cardholder can easily obtain cash from all Mastercard participating merchant locations.
ATM Access	The Prestige Release Card will work at every ATM* that accepts Mastercard. No fee or surcharge at MoneyPass ATMs. * ATM surcharge fees imposed by the ATM owner may apply. No fee or surcharge at MoneyPass ATMs.
End-User Education	Numi provides bilingual educational materials (posters, videos, packets) available at no charge to make the learning process easy. If possible, Numi will work with technology providers to allow Cardholders access to the training materials on tablets and kiosks.
Card Reloads	The Prestige Release Card has the capability to be reloaded one additional time by the agency or once by the Cardholder. ● Allows the Cardholder to receive additional funds from the facility after release (delayed deposits, commissary refunds, phone time refunds, etc) ● Allows the Cardholder to try cash loading the card so they can use their Mastercard for things like online purchases and funding digital wallets without the need to set up a traditional bank account.

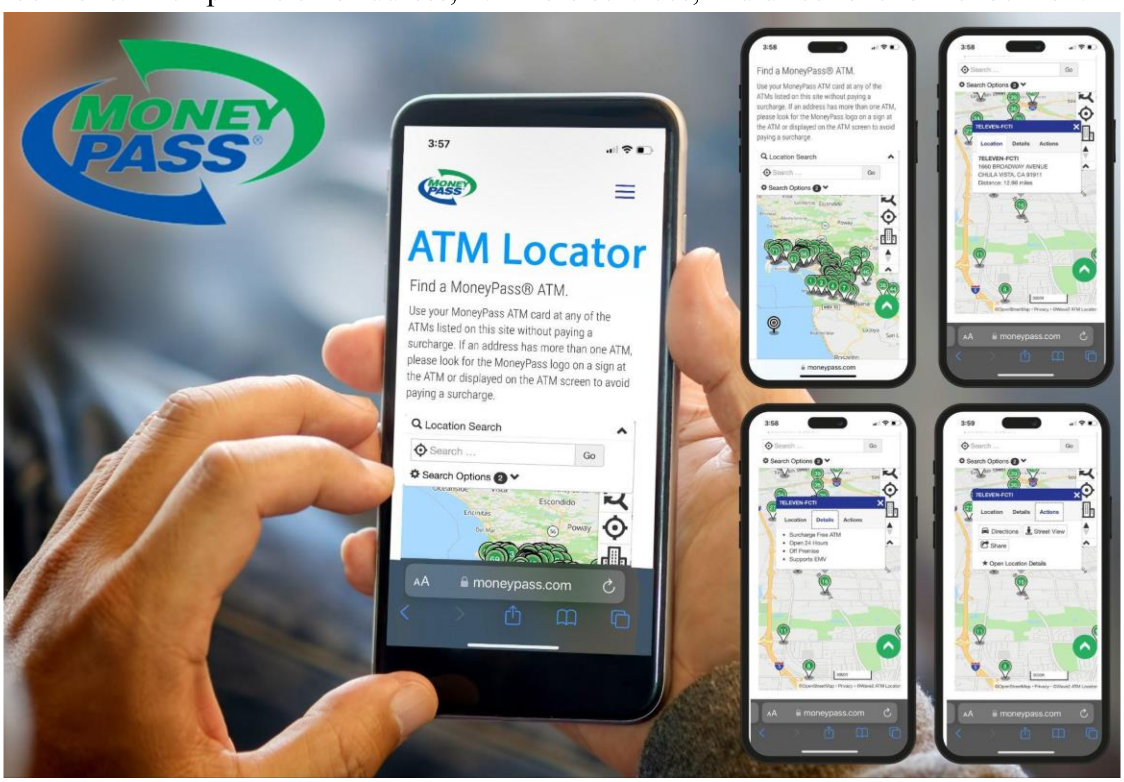
PARTNER NOTE TO KEEFE: Only use this Surcharge Free ATM info if you are responding with a plan that includes this feature.

Surcharge-Free ATM Network

What's an ATM surcharge fee? The owner of the ATM typically charges debit cardholders a user fee ranging between $3-$6 to withdraw funds from their machine. To help our cardholders avoid these surcharges, Numi has partnered with the MoneyPass® surcharge free ATM Network. At these ATMs, Prestige Cardholders can use their cards and avoid paying a surcharge fee (see Cardholder Agreement for details).

With approximately 40,000 ATMs nationwide, MoneyPass® is one of the largest surcharge-free networks in the nation. It's convenient for cardholders to locate a participating ATM as the ATM's are often located in established retailers such as 7-11 stores, banks such as US Bank and a number of national and local credit unions.

How can a Cardholder find a MoneyPass® surcharge-free ATM? From any connected smartphone or computer, one can easily find their nearest MoneyPass® ATM by visiting www.MoneyPass.com or using the MoneyPass® app. The user can search by their current location or type in an address. The website will display a map with pins for all of the nearby surcharge-free MoneyPass® ATM locations. Each pin lists its address, available services, and directions to the location.



Key features of the Prestige Release Card for FACILITIES:

JMS and Individual Integration	The Prestige Release Card solution Once the integration has been set up, a facility administrator can effortlessly load the remaining balance of an individual's trust account onto the Prestige Release Card. The easy-to-use interface speeds up the card issuance process and significantly reduces the likelihood of input errors.
Zero-Integration Option	For those facilities that are unable to host an integrated solution, Numi offers a user-friendly web based portal for the activation, registration, and issuance of cards. The Numi Portal is a one-stop location to load and manage cards as well as retrieve reports and request marketing materials.

How to load funds onto a Prestige Release Card using JMS and Individual Trust Integration:

PARTNER NOTE:

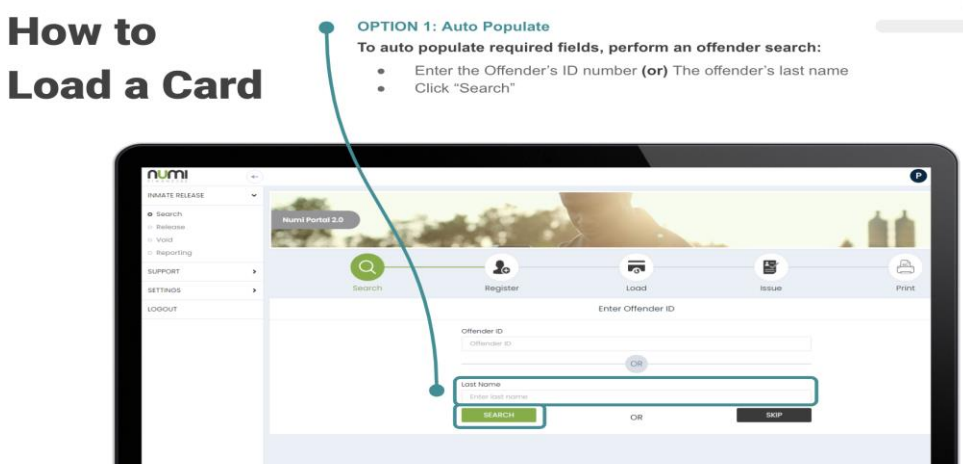
This is where you should add your own information about whatever JMS and Trust Integration options will be proposed such as **Keefe Commissary Network's cash management software, ATG, etc.**

Please consult with your representative from Numi if you need assistance.

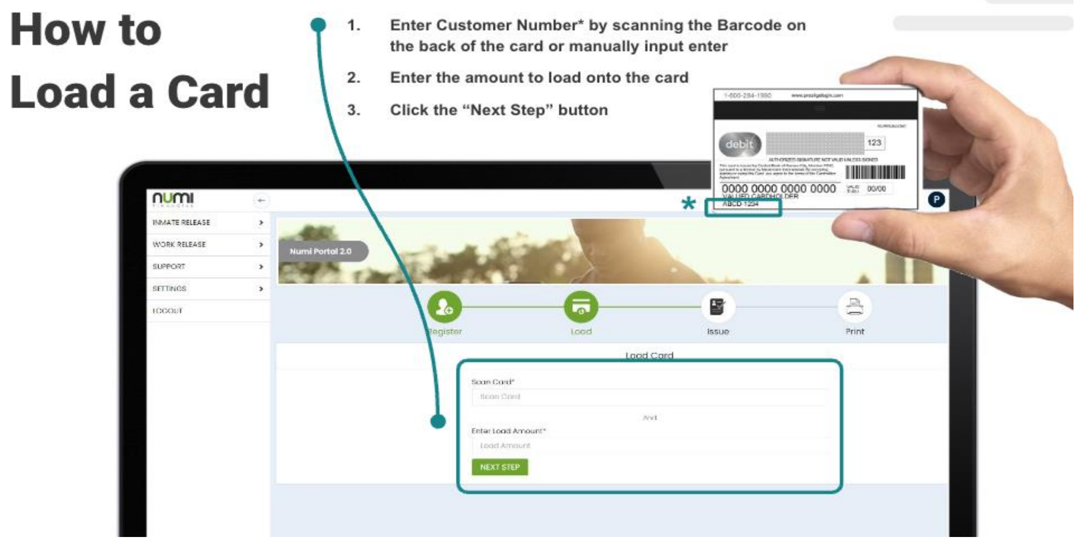
ACCESS CORRECTIONS®

Summary of how to load funds onto a Prestige Release Card using the Numi Portal (Zero-Integration Option):

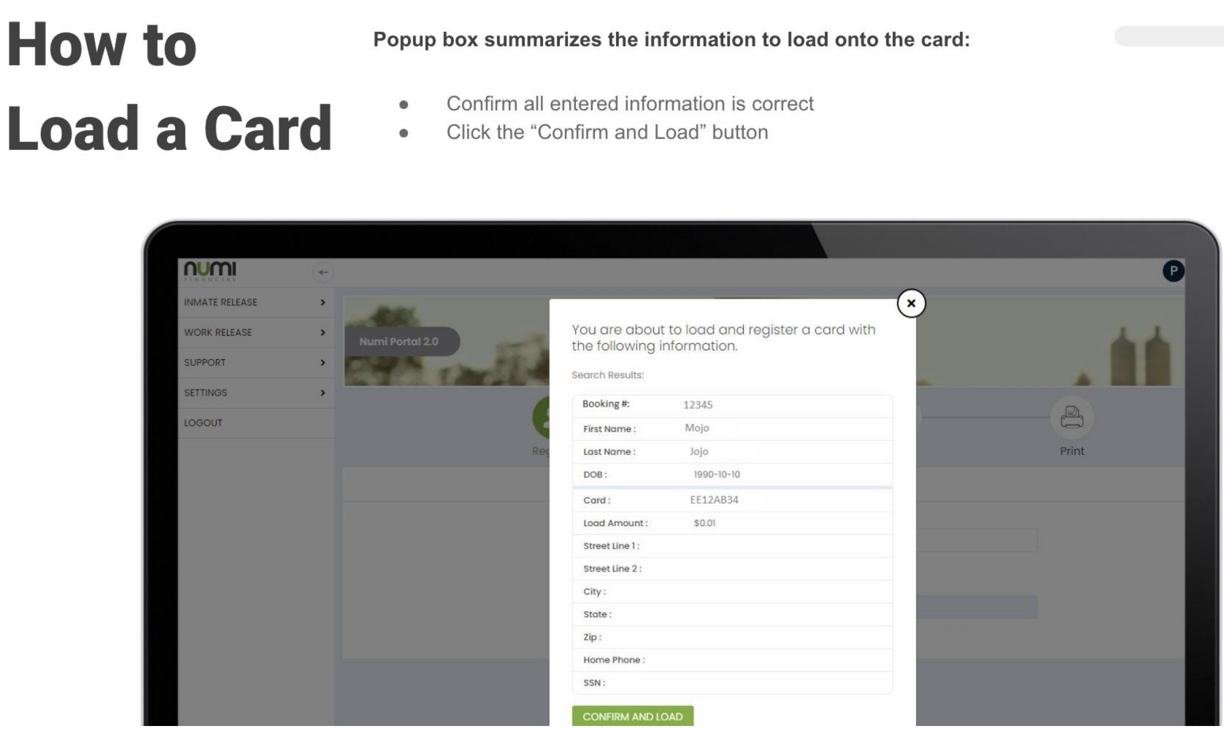
Step #1 – Log in to the Numi Portal and search for the Individual by NAME or Individual NUMBER



Step #2 – Enter the value to fund the card with then use the provided barcode or magstripe scanner to enter the card information.



Step #3 – Confirm that the information is correct then click the button to load the card.



Step #4 – Have the recipient sign the Prepaid Card Receipt for their card and provide them with the required documents. Based on the best use case for the facility, the card program can be set as follows:

Instant Issue: Cards are immediately ready for use with no action required. These cards must be issued the day of release and can not be sent via mail.

Call to Activate: These cards may be loaded prior to the actual release/issuance date. These cards may be sent via mail. The card recipient will need to call a toll-free number to activate the card and set their PIN number.

IMPORTANT Information About PIN Assignment:

The card activation procedure - via JMS/trust account integration or Numi Virtual Terminal - will automatically assign a unique 4-digit PIN to the Cardholder based on their personal information. Facility personnel should advise each Cardholder to remember their PIN in order to use the card for debit purchases, and to never share their PIN with anyone else.

Fulfillment Materials for CARDHOLDERS:

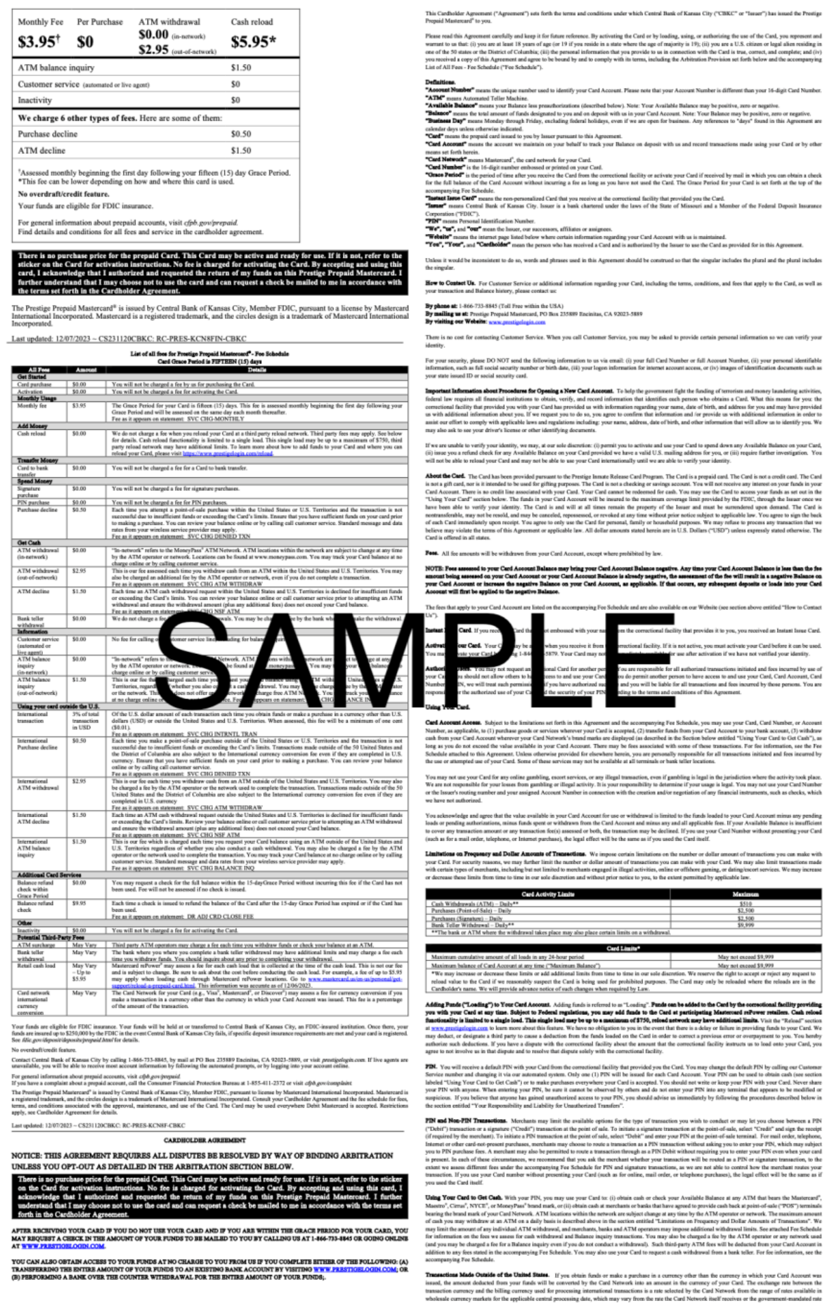
Numi is dedicated to making the process as easy as possible for both the facility personnel and the Cardholders by providing card inventory management, Cardholder education materials, Cardholder Agreements and card carrier envelopes at no charge.

Automated Card Inventory System - You will never need to reorder cards. Upon program installation, Numi provides the facility with an initial shipment of cards and documents. An automated system tracks usage and inventory. Based on usage amounts, when inventory reaches a certain threshold, Numi will automatically send more cards and supplies so the agency never runs critically low.

Sample Card Packaging	

Cardholder Agreement with Terms and Conditions Printed size 11" x 17" English & Spanish available

SAMPLE provided for illustrative purposes only. Actual terms & conditions may vary.



Monthly Fee	Per Purchase	ATM withdrawal	Cash reload
$3.95†	$0	$0.00 (in-network) $2.95 (out-of-network)	$5.95*

ATM balance inquiry	$1.50
Customer service (automated or live agent)	$0
Inactivity	$0
We charge 6 other types of fees. Here are some of them:	
Purchase decline	$0.50
ATM decline	$1.50

†Assessed monthly beginning the first day following your fifteen (15) day Grace Period.
*This fee can be lower depending on how and where this card is used.

No overdraft/credit feature.

Your funds are eligible for FDIC insurance.

For general information about prepaid accounts, visit *cfpb.gov/prepaid*.
Find details and conditions for all fees and service in the cardholder agreement.

There is no purchase price for the prepaid Card. This Card may be active and ready for use. If it is not, refer to the sticker on the Card for activation instructions. No fee is charged for activating the Card. By accepting and using this card, I acknowledge that I authorized and requested the return of my funds on this Prestige Prepaid Mastercard. I further understand that I may choose not to use the card and can request a check be mailed to me in accordance with the terms set forth in the Cardholder Agreement.

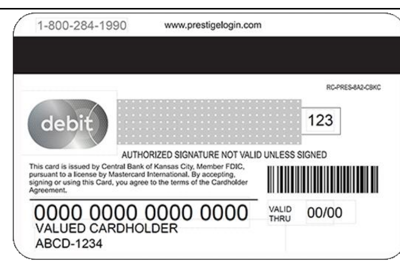
The Prestige Prepaid Mastercard® is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

Last updated: 12/07/2023 – CS231120CBKC: RC-PRES-KCN8FIN-CBKC

List of all fees for Prestige Prepaid Mastercard® - Fee Schedule
Card Grace Period is FIFTEEN (15) days

SAMPLE

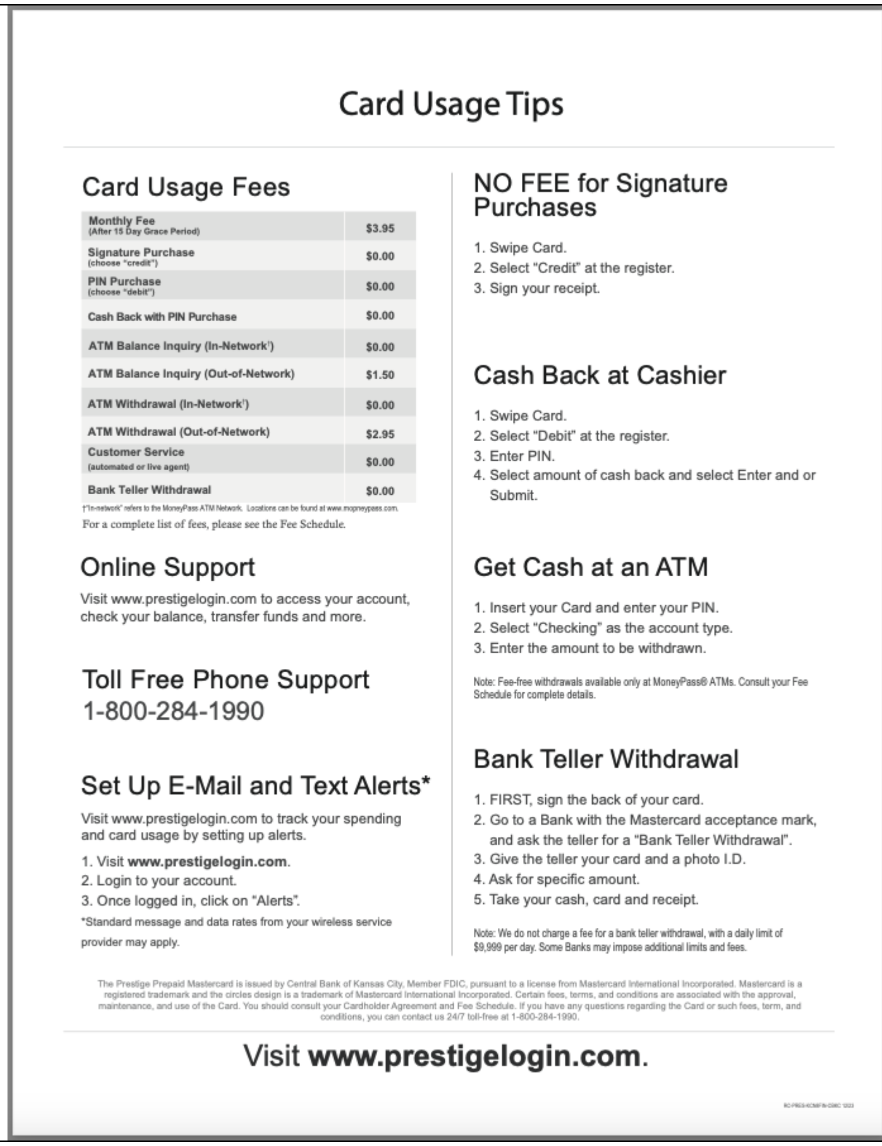
Card Front & Back



Card Carrier - Front **Shown with card SAMPLE provided for illustrative purposes only.**	

Card Carrier - Back
Provides valuable information for the Cardholder on usage and fees.

SAMPLE provided for illustrative purposes only.



Card Usage Tips

Card Usage Fees

Monthly Fee (After 15 Day Grace Period)	$3.95
Signature Purchase (choose "credit")	$0.00
PIN Purchase (choose "debit")	$0.00
Cash Back with PIN Purchase	$0.00
ATM Balance Inquiry (In-Network†)	$0.00
ATM Balance Inquiry (Out-of-Network)	$1.50
ATM Withdrawal (In-Network†)	$0.00
ATM Withdrawal (Out-of-Network)	$2.95
Customer Service (automated or live agent)	$0.00
Bank Teller Withdrawal	$0.00

†"In-network" refers to the MoneyPass ATM Network. Locations can be found at www.mopneypass.com.
For a complete list of fees, please see the Fee Schedule.

Online Support

Visit www.prestigelogin.com to access your account, check your balance, transfer funds and more.

Toll Free Phone Support
1-800-284-1990

Set Up E-Mail and Text Alerts*

Visit www.prestigelogin.com to track your spending and card usage by setting up alerts.

1. Visit **www.prestigelogin.com**.
2. Login to your account.
3. Once logged in, click on "Alerts".

*Standard message and data rates from your wireless service provider may apply.

NO FEE for Signature Purchases

1. Swipe Card.
2. Select "Credit" at the register.
3. Sign your receipt.

Cash Back at Cashier

1. Swipe Card.
2. Select "Debit" at the register.
3. Enter PIN.
4. Select amount of cash back and select Enter and or Submit.

Get Cash at an ATM

1. Insert your Card and enter your PIN.
2. Select "Checking" as the account type.
3. Enter the amount to be withdrawn.

Note: Fee-free withdrawals available only at MoneyPass® ATMs. Consult your Fee Schedule for complete details.

Bank Teller Withdrawal

1. FIRST, sign the back of your card.
2. Go to a Bank with the Mastercard acceptance mark, and ask the teller for a "Bank Teller Withdrawal".
3. Give the teller your card and a photo I.D.
4. Ask for specific amount.
5. Take your cash, card and receipt.

Note: We do not charge a fee for a bank teller withdrawal, with a daily limit of $9,999 per day. Some Banks may impose additional limits and fees.

The Prestige Prepaid Mastercard is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Mastercard International Incorporated. Mastercard is a registered trademark and the circles design is a trademark of Mastercard International Incorporated. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and Fee Schedule. If you have any questions regarding the Card or such fees, term, and conditions, you can contact us 24/7 toll-free at 1-800-284-1990.

Visit **www.prestigelogin.com.**

<u>Program Fees: Prestige Release Cards</u>

Numi strives to make pricing easy to understand and transparent. Every program that Numi offers provides several ways for the cardholder to access 100% of their funds <u>without incurring fees</u>:

- PIN and Signature Point of Sale Transactions
- Cash back at Point of Sale debit transactions
- MoneyPass Network ATM withdrawals
- Transfer to checking account
- Bank teller withdrawal at member banks
- Close account with a check
- Transfer funds to PayPal, Venmo, Zelle, Apple Pay, etc.
- Transfer funds to Uber, Lyft, Amazon, etc.

NUMI FINANCIAL - Prestige Release Card Fee Schedule

Program Name: KCN8FIN

Grace Period	15 Days
Weekly Maintenance Fee	Never
Monthly Maintenance Fee	$3.95
Inactivity Fee	Never
Signature Purchase	NO CHARGE
PIN Purchase	NO CHARGE
Point of Sale (POS) Decline	$0.50
ATM Balance Inquiry (In-Network)	NO CHARGE
ATM Balance Inquiry (Out-of-Network)	$1.50
ATM Withdrawal (In-Network)	NO CHARGE
ATM Withdrawal (Out-of-Network)	$2.95
ATM Decline	$1.50
International ATM Balance Inquiry	$1.50
International ATM Withdrawal	$2.95
Bank teller withdrawal at member banks	NO CHARGE
Online Account Transfer	NO CHARGE
Check Request: Opt out within grace period	NO CHARGE
Check Request: After card usage and/or grace period	$9.95
24/7/365 Customer Support	NO CHARGE
See Terms & Conditions for full fee schedule. In-Network ATMs by MoneyPass.	

(PARTNER NOTE: Any facility can opt-in to the program at no charge or elect to pay a small fee per card to reduce the costs to released Individuals. Contact Numi for specialized programs)

Numi Fusion Work Release Card for Individual Work Release

The Fusion Work Release Card is designed to improve the work release experience for both Individuals and agencies by replacing cash and checks. The reloadable cards provide "per diem" funds that are immediately accessible everywhere Mastercard is accepted. This allows work release participants to have access to funds to purchase meals, transportation, work-related items and other allowed items while relieving the agency from having to manage checks and cash. The Fusion Work Release Card can be reloaded over 500 times allowing the facility the flexibility to load the card as often as necessary and to do so remotely to maximize the product's usefulness.

Spending is managed and closely monitored by the work release agency - and if needed, cash access can be restricted or prohibited. Purchases can be limited to allowable merchant categories in order to remain in compliance with program rules - liquor stores, casinos, smoke shops, internet shopping, etc. can be blocked. Cards can be reloaded as needed in-person by scanning, or remotely without the card present. Funds can be transferred directly from a Cardholder's Trust Fund account onto the Fusion Work Release Card, with a daily financial report sent through email automatically.

Here is a closer look at the benefits:

Agency Benefits:

- Cash access and Cashless options
- Monitor spending
- Reduce cost by eliminating checks and cash
- Immediately reconcile bank accounts
- Comprehensive oversight and reporting
- Simple and clean account audits
- Minimal inventory with reloadable cards
- Free educational materials
- Merchant category blocking
- 24/7 dedicated facility support

Cardholder Benefits:

- Immediate access to funds
- Use everywhere Mastercard is accepted
- Free online account management
- Cashless programs (limited to signature transactions)
- Cash access programs
- 24/7 live phone support

Reporting

All Numi products are provided with user-friendly, comprehensive reporting. During the implementation process, Numi will establish individual user credentials for all personnel loading cards and all accounting staff. Those identified as accounting will receive a daily Card Load Summary report showing all of the card loads from that business day to assist them with reconciliation. Through their Numi Portal access, they can also pull reports at will with custom dater ranges.

✔ CARD LOAD SUMMARIES

- Detailed e-mails detailing the previous day's activity
- Automatically sent every morning
- Excel and PDF files attached for easy reconciliation.

✔ CUSTOM REPORTING PORTAL

- Pull custom reports with custom date ranges.
- Credentials provided to those who need accessed.

(e.g. Accounting or Finance dept.)

Frequently Asked Questions

What kind of equipment is included with the release card system?
A USB compatible barcode scanner will be provided by KCN - ACCESS CORRECTIONS - this allows for fast and accurate card loading.
If there is a problem with using the card, can the Cardholder reach a customer service representative the same day?
Numi provides support by a toll free phone number, through the web and by email. There is also an automated phone platform where Cardholders can perform a number of actions like PIN reset and balance inquiry. Cardholder Support is available 24 hours a day, 365 days a year.
What if a card that has been issued gets lost, stolen, or has a fraudulent charge?
The card will work for signature purchases without a PIN until the card is reported or flagged for fraud. In the event of a loss, the Cardholder is protected by Mastercard Cardholder Regulations and the balance would not be lost.
Do the cards have a personal identification number (PIN) and can the user select their own PIN?
An easy to remember default PIN is generated automatically during the card registration process. PINs can be changed by the Cardholder through the toll-free support phone line or through the website.
How can the Cardholder check the balance on their card?
Balance inquiries can be done 24x7x365 via phone, web or app at no cost.

What Are Customers Doing and Saying?

Hillsborough County Sheriff's Office (Florida)	"Inmates are issued Numi Cards directly out of the commissary accounting system at the release window. Cards are immediately ready to use seconds after initial loading. As soon as a card is issued, inmates walk 20 feet out into the public lobby where an ATM is located."
Belknap County Department of Corrections (New Hampshire)	"I have always been treated as if I am only one customer no matter how big or small my problem has been. The support techs are amazing, and I have given a special thanks to the accounting division who have always gone that extra step to help me."
Mohave County Corrections (Arizona)	"I have used a debit card company prior to Numi and I can honestly say that Numi's program is far superior. The ease of use and quick, responsive support is fantastic. [...] I could not be more pleased."
Essex County Work Release Massachusetts	"We switched to Numi Financial from a different provider for both Release Cards and Work Release cards and were very happy with that decision. The Numi Work Release solution was flexible and more user-friendly for our process. The reporting tools allowed us to track workers spending and manage cash access. We were able to remotely load the cards which was a great time saver for our operation. Numi's Customer Service is second to none. We were able to resolve issues quickly with a very responsive Account Manager" Work Release Director