

## How do I Delete my Securus Online Account and Receive Prepaid Calling Refund?

<https://securushelp.com/how-do-i-delete-my-securus-online-account-and-receive-prepaid->

Currently, you can delete your Securus Online account by calling customer care at 972-734-1111 or selecting 'Delete Account' on the Securus iOS and Android app. Prior to deleting your account, please go to '[My Settings](#)' on our website or app to verify your address is correct. In the future, we will offer account deletion via the Securus website.

When you click **Delete Account** on the Securus iOS app, the following actions occur in each of the following services, if you've used them:

**ADVANCECONNECT PREPAID CALLING ACCOUNT:** This account will be closed, and you will no longer be able to use your prepaid services balance to pay for calls associated with the number(s) on this account. TextPay or AutoPay prepaid service options for AdvanceConnect will be immediately terminated. Calls received within the last 24 hours will be deducted from the balance. If a pre-paid services balance remains on your AdvanceConnect account, the refund will depend on the type of purchase method last used and will be handled as follows. If you paid:

- **ONLINE, USING A CREDIT CARD:** The full-balance refund will be applied to the card last used and will be issued within 2-3 business days. This could take up to one billing cycle to be reflected on your credit or debit card statement.
  - **VIA WESTERN UNION:** In 2-3 weeks, a refund check will be sent via the United States Postal Service to the account holder's address on record.
  - **VIA MONEYGRAM OR PAYMENTS BY MAIL:** In 2-3 weeks, a refund check will be sent via the United States Postal Service to the account holder's address on record.

**VERIFY YOUR ADDRESS:** Prior to deleting your account, please go to '[My Settings](#)' on our website or app to verify your address is correct.

**DIRECT BILL:** *This account allows the account holder to pay for call services each month **after services are used**.* Once a Direct Bill account holder has requested that his or her account be closed, the request is held for 7 to 10 calendar days to allow for any unbilled calls, or other charges, to clear the account prior to closing. If there are any outstanding charges, the Direct Bill account holder will be issued a final bill statement and invoice due, as normal, within 20 days from the statement date.

**SECURUS DEBIT:** Any deposits that have been made into this account are owned by the incarcerated individual and are not refundable to you.

**EMESSAGING:** Any remaining stamps are not refundable.

**VIDEOCONNECT: Important – you should cancel any scheduled VideoConnect sessions before deleting the account.** Upon deleting your account, any remaining VideoConnect subscriptions or scheduled sessions will be cancelled. Deleting your account before a video session occurs will void that session and any future sessions without possibility of a refund.

If you want to create an online account in the future you will need to use a different email address.

### **Do you have a Securus Video Connect Unlimited Subscription?**

**Securus Video Connect** monthly subscription will now allow a payment option plan that allows users to subscribe to unlimited video sessions for a monthly subscription fee. The subscription will automatically renew and charge the users credit card on file.  
*Note: Refunds are not offered for missed sessions or the monthly subscription cost.*

### **How does a user cancel their subscription?**

Users will be able to cancel their subscription by selecting “Unsubscribe” next to the facility they would like to unsubscribe their subscription service

### **What if the user wants to cancel their Video Subscription before the end of their billing cycle?**

Upon cancellation the user will still be able to use the Video Subscription until the end of the billing cycle, but the subscription will not renew thereafter.

### **Unsubscribe**

When the user clicks “Unsubscribe” on the main page, they will be presented with a page where **Securus** Online will ask for the reason the F&F is canceling their subscription. This information will be compiled in a report for marketing. Once the F&F selects the reason, the option to unsubscribe will now be clickable.

After clicking unsubscribe, the user will be presented with another warning that they are about to unsubscribe. After clicking “Complete Cancellation”, the subscription will be cancelled. The user can choose to “Stay Enrolled” at every point during the cancellation. If the user clicks to stay enrolled in the service, then they will be sent back to the account management page.

