



The Corrections Innovation Leader

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GTL Enhances Payment Services for Child Support Agencies

Growth reflects the simplicity and convenience offered to many of the nation's 13.4 million noncustodial parents through TouchPay automated payment services

FOR IMMEDIATE RELEASE

Reston, Virginia – February 5, 2018 – [GTL](#) today announced that it continues to expand its state-of-the-art TouchPay automated payment services, which now also assist child support agencies in 11 states.

According to a [2013 U.S. Census Bureau study](#) on custodial mothers and fathers, 13.4 million Americans are classified as 'custodial parents.' When deployed by a child support agency, automated payment services can ease the process by which noncustodial parents make mandatory child support payments. [State agencies](#) have noted added efficiencies via automated payment services – including more payments made, monies collected, and manpower hours saved.

TouchPay (which was acquired by GTL in 2014 and does business as GTL Financial Services) provides payers in various industries with a range of services and payment options, including premise-based kiosks, countertop terminals, an online payment portal, and an automated phone system. Child support agencies that have chosen the TouchPay financial services solution have given noncustodial parents options that process child support payments in real time to avoid late fees, as well as minimize processing delays.

“Like most government entities, child support agencies must be prudent with their budgets,” said Keith Benton, Director of Government Payments for GTL. “By leveraging our TouchPay automated payment services and using the secure and versatile payment collection technology, a child support agency takes a giant step towards saving costs associated with manpower and time while also increasing convenience and ease of use for the constituents they serve.”

A number of unique benefits have led to increased usage of TouchPay automated payment services by child support agencies, including:

- Ability to handle all payment kiosk installation, maintenance, cash collection, accounting, training, IT support, marketing, and customer service for the agency.
- Availability of multiple payment options with a reliable and proven payment process.
- Compliance of all devices with PCI standards and adherence to Money Transmitter's License requirements in every state.

In addition, payment platforms can simultaneously accept court payments, fees, fines, restitution, statutory surcharges, and payments for multiple agencies. This allows government agencies to partner on their payment needs, and allow taxpayers to conduct a range of transactions through one payment platform.

“At this time, we provide payment kiosks and/or online channels, interactive voice response (IVR) automated phone systems, and/or countertop terminals to Child Support Agencies in the following states: Washington, Oregon, California, Hawaii, Arizona, Maryland, Virginia, Delaware, Georgia, and Texas – plus we have kiosks in several Florida counties,” added Benton. “We expect automated payment services will continue to grow in 2018 as more state agencies take advantage of the financial transaction efficiencies they provide.”

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About GTL

GTL leads the fields of correctional technology, education, and government payment services with visionary solutions and customized products that integrate seamlessly to deliver security, financial value, and operational efficiencies while aiding inmate rehabilitation and reducing recidivism rates. With the recent acquisition of Telmate, GTL has strengthened its suite of solutions for the corrections industry and expanded its community corrections portfolio with Telmate Guardian, a smartphone-based GPS monitoring solution. As a trusted industry leader, GTL provides services to over 2 million inmates in more than 2,500 correctional facilities in the United States and Canada, including 33 U.S. departments of corrections, the District of Columbia, Puerto Rico, the U.S. Federal Bureau of Prisons, U.S. Immigration and Customs Enforcement, and many large city/county/provincial facilities. GTL is headquartered in Reston, Virginia, with an employee presence throughout North America. To learn more about GTL, please visit www.gtl.net or social media sites on [Facebook](#), [Twitter](#), [LinkedIn](#), and [YouTube](#).