

# EXHIBIT 32

*NCIC - Online Chat with Western Union Representative*

**PRISON**  
POLICY INITIATIVE

Conversation on May 8, 2013 via the Western Union Live Help interface at:  
[https://thewesternunion.custhelp.com/app/chat/chat\\_launch](https://thewesternunion.custhelp.com/app/chat/chat_launch)



**Alfredo:** Hi, my name is Alfredo. How may I help you?



**Leah Sakala:** How much does it cost to send a payment from a Western Union location to an inmate via Network Communications International Corp. (also known as NCIC)?



**Alfredo:** I would be happy to help you with that Leah.



**Alfredo:** One moment please while I check some information.



**Leah Sakala:** ok



**Alfredo:** Thank you for waiting, may I know the zip code where the money will be sent from and the amount you will send so I will be able to check the fee.



**Leah Sakala:** My zip code is 01027, and I'd like to send \$25



**Alfredo:** Thank you, one moment please while I check the fee.



**Alfredo:** Thank you for waiting, the fee for your transaction from a Western Union Agent location is \$9.95.



**Leah Sakala:** thanks very much



**Alfredo:** You're Welcome. Is there anything else I can help you with today?



**Leah Sakala:** thank you, that's all



**Alfredo:** If you have any further questions, please do not hesitate to contact us again. Thank you for contacting Western Union.



**Alfredo** has disconnected.