

15 July 2020

Temporary changes to prize claim period

Whilst we do not aim to discourage players from visiting retailers, Lotterywest is committed to ensuring a safe and positive customer experience. To assist with this, we've temporarily extended our prize claim period for draw dates on or after 16 March 2019*.

This offers players the option to check their ticket and claim their prize in-store when they feel comfortable doing so. Players should keep their ticket in a safe place, away from the elements in the meantime.

Should players wish to claim their prize sooner, they can email or post a Prize claim form with their winning ticket(s) to Lotterywest. The form is available at **lotterywest.wa.gov.au/prizes**

**Prize claims have been extended to 24 months for draws during the COVID-19 emergency period (from 16 March 2020). For draws that occurred between 16 March 2019 and 15 March 2020, prize claims are valid to 16 March 2021.*

In this delivery you will find:

- **1 x Combo stand insert** that lets players know about the prize claim period extension.
- **1 x Ticket checker card** to place on your Genion ticket checker.

IMPORTANT:

Your terminal will still automatically pay out prizes under \$500 if you scan and check a ticket. Please ask your customers to use the ticket checker, or manually check instead if they don't want their prize paid in cash.

Please turn overleaf for more information on prize claim periods and have a copy handy near your terminal.

Prize claim periods

Draw dates	Extended prize claim period	Retailer actions (temporary change)
From 16 March 2019 to 15 March 2020	Up to 16 March 2021	<p>Retailers can pay out prizes up to and including \$500, within 12 months of the draw date.</p> <p>If more than 12 months has passed and the following message appears when a winning ticket is scanned:</p> <p><i>Sorry – claim period has expired. Ticket is over 12 months old.</i></p> <p>These tickets are eligible for the prize claim extension. Please ask the player to contact Lotterywest on 133 777 for assistance.</p> <p>From Sunday 19 July, the message above will be updated to:</p> <p><i>Prize claim period to be confirmed. Please call Lotterywest on 133 777</i></p>
<p>From 16 March 2020 to the dates specified below for each draw</p> <p>Set For Life draws to 7 May 2020 Cash 3 draws to 7 May 2020 Wed Lotto draws to 6 May 2020 Powerball draws to 7 May 2020 Sat Lotto draws to 9 May 2020 Mon Lotto draws to 11 May 2020 OZ Lotto draws to 12 May 2020</p>	24 months from date of draw	<p>Retailers can pay out prizes up to and including \$500, within 12 months of the draw date.</p> <p>If more than 12 months has passed and the following message appears when a winning ticket is scanned:</p> <p><i>Sorry – claim period has expired. Ticket is over 12 months old.</i></p> <p>These tickets are eligible for the prize claim extension. Please ask the player to contact</p>

Retailer information



		<p>Lotterywest on 133 777 for assistance.</p> <p>From Sunday 19 July, the message above will be updated to:</p> <p>Prize claim period to be confirmed. Please call Lotterywest on 133 777</p>
<p>Set For Life draws from 8 May 2020 Cash 3 draws from 8 May 2020 Wed Lotto draws from 13 May 2020 Powerball draws from 14 May 2020 Sat Lotto draws from 16 May 2020 Mon Lotto draws from 18 May 2020 OZ Lotto draws from 19 May 2020</p>	<p>24 months from date of draw</p> <p>Scratch'n'Win: Up to 24 months from the relevant closure dates*</p>	<p>Retailers can pay out prizes up to and including \$500, within 24 months of the draw date.</p> <p>Players can also submit a Prize claim form by email or post until further notice if they choose.</p>

*See lotterywest.wa.gov.au/prizes for full list of closure dates