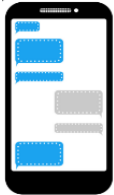


Lottery Retail Support – Contact Methods

BCLC provides Retailers with a trio of methods to contact Lottery Retail Support (Hotline).

Contacting Hotline? Choose Your Method...



SMS Text Message

1-800-667-1649

Device: Smartphone
(Text-only, up to 160 characters)

Input the number manually
or use QR Code
to start a message:



Phone Call

1-800-667-1649

Device:
Landline or Smartphone



Hotline Inquiries Web Form on the Retailer Hub

Device: Desktop or
mobile

Top 2 Uses

- Submit Left-Behind Tickets
- Ticket Returns for Credit (Damaged/Uncancelled)

Benefits of Using SMS:

- Text non-urgent items instead of making time for a call.
- Respond to Hotline when you are free so you can focus on your players.
- The text message stays open for issues that require a follow up; ex. a modem reset that needs 10 minutes - the follow up will continue on the same text message thread.

Additional Support:

- BCLC Retailer Hub: Information on Scratch & Win tickets, marketing promotions, policy & procedure and more. Visit www.bclcretailerhub.com
- Finance and Banking: Questions about your invoice and banking, call 1-800-667-0710, or email KAMAcntCreditAdmin@bclc.com