



# Information Bulletin

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## BCLC Temporarily Closes Prize Payout Locations

**Vancouver, B.C. March 18, 2020**— BCLC is temporarily closing its prize payout centres located in the Kamloops head office and Vancouver corporate office. The closure is in effect as of 4:30 p.m., March 18, 2020. BCLC made this decision in order to protect our players and our staff given the advice the Provincial Health Officer has provided to the public in relation to social distancing.

BCLC lottery products remain available for purchase online at [Playnow.com](https://www.playnow.com), the BCLC [Lotto!](#) App and at lottery retailers throughout the province.

For those who wish to claim or have tickets that are close to expiry, BCLC is implementing alternative prize claim processes during this temporary closure period.

### Prize Claim Options

Ticket-holders of lottery prizes between \$1- \$200 can redeem at a lottery retailer across B.C., excluding casinos, bars and pubs, while they remain closed. Some lottery retailers may have the ability to pay prizes up to \$2,000, however most retailers do not keep large sums of cash on hand for security reasons.

For other prizes, please contact BCLC Customer Support at 1-866-815-0222 for prize claim processing information.

In the short term, players may wish to keep their winning tickets in a safe place. All tickets are valid for one year after the date of the draw. The expiry date for Scratch & Win is printed on the back of the ticket. Players are reminded to sign their tickets for their protection.

BCLC apologizes for any inconvenience to our players, and we look forward to welcoming players back once it is safe and appropriate to do so.

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**For more information:**  
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