

## Q&A – BCLC Prize Payout Locations Closed March 18/20

### 1. When does the closure take effect and why was it necessary to close BCLC's two prize payout offices?

The closure is in effect as of 4:30 p.m., March 18, 2020.

BCLC made this decision to protect our players and our people given the advice the Provincial Health Officer has provided to the public in relation to social distancing.

### 2. What's the prize claim process now?

Prizes of \$1-\$200

Ticket holders of lottery prizes of between \$1-\$200 can be redeemed at any open lottery retailer across B.C. NOTE: Some lottery retailers may redeem tickets of up to \$2000 but this is at their discretion based on their ability to pay.

Prizes of \$1-\$25,000

Ticket holders may claim prizes of up to \$25,000 by mailing lottery tickets to BCLC's Kamloops Player Services office at: BCLC P.O. Box 1080, Kamloops, BC, V2C-6H2

#### **When mailing a lottery ticket, please complete each of the following steps:**

Sign the front of the ticket and completely fill out the back of the original winning ticket (including name, address, and daytime telephone number).

Make copies of the front and back of the ticket for your records.

Include a copy of valid, government-issued, photo identification (e.g. Driver's Licence or BCID) along with the original ticket. BCLC recommends that when sending ID, for privacy reasons, to black out any identifying numbers (eg. Driver's Licence Number) or personal information.

Consider different options available through Canada Post/Courier when mailing items of value. All risks of mailing tickets to BCLC remain with the player and we encourage our players to use registered mail to track their ticket.

Prizes of \$25,000 or more:

Ticket holders please contact BCLC Customer Support at 1-866-815-0222 and a Player Services representative will confirm individual arrangements for prize payment.

### 3. How much longer will it take for prizes to be redeemed?

It depends on the amount of the prize and the method used to claim it. For example the time it takes to claim a \$200 prize at a lottery retailer will remain the same, while the time it takes to process a large win will likely be affected by the prize payout office closures.

This is an evolving situation and we are working hard to meet the needs of our players during this unprecedented time in our province, and in our business.

### 4. Can I still get my tickets redeemed at my local retailer?

Yes ticket holders of lottery prizes of between \$1-\$200 can be redeemed at any open lottery retail establishments across B.C. Many lottery retailers only redeem tickets of up to a maximum of \$200 due to on-site cash limits. However, some lottery retailers may redeem tickets of up to \$2000 but this is at their discretion based on their ability to pay.

### 5. I don't have a cell-phone or a computer – how do I claim my ticket?

Please call BCLC Customer Support by calling: 1-866-815-0222 and a player services representative will assist you.

### 6. Will you be extending the expiry dates of tickets due to this temporary closure?

At this point we have not made any changes to ticket expiry dates. Tickets expire one year after the draw date printed on the ticket. Scratch & Win expiry dates are noted on the back of the ticket.

## 7. How long does BCLC anticipate the prize payout locations will remain closed?

This is an evolving situation and we are working hard to meet the needs of our players during this unprecedented time in our province, and in our business. We will wait for advice from the Provincial Health Officer before re-opening our prize payout offices.

## 8. What about lottery retailers – why is it safe for them to remain open?

We support all of our retail partners and any decisions that they make to remain open or close during this time.

## 9. If I have to hold onto a winning ticket while the prize payout offices are closed, what do I do with it?

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.