

All Network

Lottery Prize Claims Over \$2,000

lotto!

Players have several prize claim options for prizes over \$2,000 to choose from.

Inform players to contact BCLC Customer Support to learn about the most convenient prize claim option for them (the number is on the back of the ticket 1-866-815-0222).

Prize Payout at Store Level	Prize Payout via BCLC	
Up to \$2,000	\$2,000.01 - \$24,999 (previously to \$9,999.99)	\$25,000 and higher
<p>Up to \$2,000.00 (including Free Tickets) Optional Prize Payment. Pay prize according to store policy.</p> <p>Over \$2,000 Cannot pay Advise player to contact BCLC Customer Support.</p>	<p>Regional Prize Payout Centers (located in select BC Casinos* and malls)</p> <p>Mail-In Players can mail in their ticket to BCLC Player Services.</p> <p>Digital Players can submit digital copies of their ticket and other prize claim requirements, through a secure upload portal rather than physically having to mail in their ticket.</p>	<p>BCLC Player Services</p> <ul style="list-style-type: none"> • Virtual (teleconference) • By appointment only in person at BCLC Kamloops or Vancouver office. <p>Please note, BCLC Kamloops and Vancouver offices are open for walk ins and appointments.</p>

*Some Prize Payout Centers in Casinos may maintain the \$9,999.99 threshold while re-establishing operations. BCLC Customer Support will be apprised of the most current status to support player inquiries.

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QUESTIONS & ANSWERS:

Q: Is it mandatory for high value prize winners to have their names and photos published?

A: It is voluntary publicity for prize claims up to \$24,999; whereas, it is mandatory publicity for prize claims \$25,000 and over.

Q. Why does BCLC publish information about lottery winners?

A. It all comes down to transparency and integrity. We want to be transparent with the public and all lottery players; as well as to promote the integrity of our games, promotions and contests by demonstrating BCLC pays out to the rightful winner.

REMINDERS

- All lottery tickets must be validated through a lottery terminal in order to pay out prizes.
- Before validating any lottery ticket, please check that the lottery ticket has been signed. If a lottery ticket is not signed, please return the ticket to the customer and request they sign or print their name on the front or back. BCLC recommends that customers sign their lottery ticket before a having it validated, but Lottery Site Employees may proceed with validation even if a customer chooses not to sign.
- After validating a ticket, always return the original ticket, the validation slip and the prize to the player.