

All Networks | Effective April 1, 2022

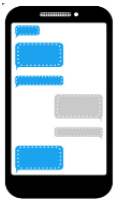
Hotline SMS Text Messaging

BCLC is always looking for ways to support our Retailers and we are excited to offer **SMS text messaging** as another method for our retailers to connect with Hotline.

What is SMS? Short Message Service (SMS), commonly known as texting, is a quick and easy way to send text-only messages of up to 160 characters.

Available
April 1st

Contacting Hotline? Choose Your Method...



NEW

SMS Text Message
1-800-667-1649

Device: Smartphone



Phone Call
1-800-667-1649

Device:
Landline or Smartphone



Hotline Inquiries
Web Form
on the Retailer Hub

Device: Desktop

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



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