

KNOW YOUR LIMITS**PLAY RESPONSIBLY.**

If you, or someone you care about has a gambling problem, call 1-800-346-6238 for free confidential information, 24-hours a day.



CT PARTNERSHIP
FOR RESPONSIBLE
GAMBLING

CT Lottery
CT Council on Problem Gambling
CT Department of Mental Health & Addiction Services

CT LOTTERY CONTACT INFORMATION

WEB SITE: www.ctlottery.org
EMAIL: ctlottery@ctlottery.org
MAIN PHONE: 860-713-2700
MAIN FAX: 860-713-2805
PLAYER INFORMATION LINE: 860-713-2000
CLAIMS DEPARTMENT: 860-713-2680
SECURITY DEPARTMENT: 860-713-2720
TELE-TYPEWRITER LINE: 860-713-2600
ADDRESS: 777 Brook Street, Rocky Hill, CT 06067



If you have a concern or dispute about a payment of your prize, please call CT Lottery Security at (860) 713-2720.

Thanks for reading this pamphlet. We think you'll find the CT Lottery will be more fun than ever now that you know The Right Way 2 Play.



777 Brook Street • Rocky Hill, CT 06067 • 860-713-2000

Since 1972, the CT Lottery has contributed billions of dollars to meet the needs of Connecticut.

The RIGHT way Play



PLEASE PLAY RESPONSIBLY. Purchasers must be 18 or older.

Keeping the lottery fun means knowing the rules. Here are some important things to know before you buy a lottery ticket.

KNOW THE RULES**IDENTIFICATION PLEASE.**

You must be at least 18 years old to buy or cash lottery tickets. And if asked, you'll need to show ID.

**GAME INFORMATION.**

You'll always find game information on tickets and posted to www.ctlottery.org. Information is also recorded on the Lottery's Player Line at 860-713-2000 and posted at all retail locations.

THE ODDS.

Know the odds before you play. They're on all scratch tickets, drawing game play slips, point of sale materials, payout cards, Lottery web site and the Lottery's Player Line.

For scratch games, odds vary during the game, based on sales, distribution and claims.

Average chance of winning a prize is 1:3.97
Prizes of \$1, \$2, \$3, \$5, \$10, \$20, \$30, \$50 and \$100 may be redeemed at any Lottery Retailer location. \$2,000 prizes redeemable at

CASH ONLY.

Buying lottery tickets with a credit card or on credit is illegal. Retailers can only accept cash, certified bank checks, traveler's checks, money orders, prepaid gift cards, prepaid gas cards and debit cards.

DAMAGED TICKETS.

Retailers can't cash damaged tickets. Numbers or symbols that are scratched off, crossed out, marked by water or other elements create a problem for retailers. Damaged tickets can only be processed at Lottery Headquarters (via mail or in person).

THE RIGHT WAY TO SCRATCH.

Car keys, screwdrivers and other sharp objects can damage scratch tickets. Always use a nickel or a plastic scratcher for best results.

**USE A COIN
NOT A KEY**

PURCHASE IN PERSON.

Buy tickets only from authorized retailers. Lottery tickets cannot be bought over the phone or internet.

TICKETS EXPIRE. CHECK THEM.

All Lottery tickets (drawing and scratch) expire. Expiration dates vary by game. Tickets become invalid after that date, and any right to claim an expired prize will be denied. So play it safe. Check tickets and claim your prizes before it's too late.

To check official end dates: Ask your retailer, check Legal Notices in your newspaper, visit www.ctlottery.org or call the Lottery's Player Line at 860-713-2000.

BEWARE OF SCAMS**IT SOUNDS TOO GOOD TO BE TRUE.**

Scam artists often contact potential victims by letter, phone or email posing as lottery representatives. Potential victims are told they have won the lottery, even though they didn't purchase a ticket. But remember – if you didn't buy a lottery ticket, you can't win a prize.

KEEP YOUR PRIVATE INFORMATION PRIVATE.

When you give personal information – credit card, banking information or social security number – to someone who has not provided sufficient proof of being a lottery representative, you put yourself at risk. Don't do it. It's your responsibility to validate who you are speaking to.

JUNK EMAIL.

The CT Lottery will never email you to say you've won a lottery prize. If you receive an email claiming you've won a lottery prize, forward it to the Federal Trade Commission's address for unsolicited commercial email: spam@uce.gov. Do not respond. Or contact the Internet Fraud Complaint Center of the FBI at 1-877-FTC-HELP.

A "NO WIN" SITUATION.

If a stranger approaches you and asks for cash in exchange for their "winning" lottery ticket, refuse the offer. This is a common form of fraud. Once an exchange has been made, you cannot get your money back.

Notify police immediately, and file a complaint with the Department of Consumer Protection at 1-800-842-2649.

**PROTECT YOURSELF****DOUBLE-CHECK YOUR PURCHASE.**

When the clerk gives you your tickets, immediately check them to be sure you got what you ordered. Count them and check the numbers for accuracy.

GRAB A PEN.

Sign your name to the back of all your tickets.

**DID I WIN?**

Check drawing game tickets and scratch tickets displaying our "Scratch-2-Cash" logo yourself on Ticket Checker machines. They're easy to use and let you know if you've won.

If a retailer validates tickets, the Lottery's video monitor will show either "Winner" or "Ticket is not a Winner" depending on your ticket results and you'll hear a voice that indicates winning status. Non-winning tickets and vouchers printed to show whether the ticket is a winner or not, are yours to keep. Compare the serial number on the voucher to your non-winning ticket for verification.

**I WON! NOW WHAT?**

All retailers can cash prizes up to \$599.

Winning tickets of \$5,000 or less can be cashed at High-Tier Claim Centers.

Prizes greater than \$5,000 must be claimed through Lottery Headquarters. Prizes of \$100,000 or less can be claimed by mail. Complete the information requested on the back of the ticket(s) and make a photocopy of both sides of the ticket(s) for your records. Send the ticket(s) to: CT Lottery Claims Department, 777 Brook Street, Rocky Hill, CT 06067. They must be signed and include your social security number and copies of two valid forms of identification.

WINNING TICKETS OVER \$100,000 MUST BE CLAIMED IN PERSON.