

Release Date: July 31, 2023
From: Connecticut Lottery Corporation
Contact: Christopher Davis, (860) 471-0081
Fax: (860) 713-2695
Web: ctlottery.org

CT Lottery reports issue with terminal response for small percentage of scratch tickets

The issue only affects scratch tickets that require manual entry of ticket number by the Retailer.

Rocky Hill, CT/ July 31, 2023 – If you have a scratch ticket and believe the response is incorrect, please hold on to your ticket and contact the CLC or bring it to CT Lottery headquarters. The Connecticut Lottery Corporation (CLC) is advising players that there is an issue with the lottery terminal response when Retailers are manually validating scratch tickets by keying in the ticket number. The lottery terminal response may say the ticket has been Previously Paid.

We are working to resolve the issue, and apologize for the inconvenience. We will update the status of the correction of the issue on our website. The correction is planned to be in place by Tuesday morning, August 1st.

CLC strives to pay all valid prizes. Please contact us if you ever have any questions pertaining to the status of any ticket, scratch or draw game.

Any player who believes they may have had this circumstance happen to them since May should also contact CLC so we can investigate your occurrence.

Players should contact CLC at (860) 713-2700 or CTLottery.org if they have any questions.

###

About the Connecticut Lottery Corporation

The [Connecticut Lottery Corporation \(CLC\)](http://Connecticut Lottery Corporation (CLC)) is a quasi-public state agency with the mission to generate revenue for Connecticut consistent with the highest standards of good public policy and social responsibility. In fiscal year 2023, players won more than \$1.1 billion in prize money and retailers earned more than \$80 million in commissions. At the same time, the CLC provided more than \$404 million to support the valuable services and programs funded by the state's General Fund including public health, libraries, public safety, education and more. Since the Lottery began in 1972, its contributions to the General Fund have exceeded \$11.5 billion.*

*Based on unaudited FY 2023 financial statements.

The CLC reminds the public that Lottery purchasers must be 18 or older, and players must be at least 21 to place sports wagers. Help is available for problem gambling. Call 888-789-7777 or visit ccpg.org.

For information about the CT Lottery, stop by any CT Lottery retailer, visit ctlottery.org, join us on Facebook (facebook.com/ctlottery), Instagram (Instagram.com/ctlottery), Twitter (twitter.com/ctlottery), or call (860) 713-2700.