

All Network |

# Lottery Prize Claims Over \$2,000



With the re-opening of BC Casinos and enhanced BCLC prize claim processes, players will 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><b>Up to \$200</b> Must pay. Automatic prize payment.</p> <p><b>\$200.01 - \$2,000.00</b> Optional Prize Payment. Retailer selects Yes or No</p> <p><b>Over \$2,000</b> Do not pay – Advise player to contact BCLC Customer Service.</p>	<p><b>Regional Prize Payout Centers</b> (located in select BC Casinos* and malls)</p> <p><b>Mail-In</b> Players can mail in their ticket to BCLC Player Services.</p> <p><b>*New* Digital</b> 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><b>BCLC Player Services</b></p> <ul style="list-style-type: none"> <li>• Virtual (teleconference)</li> <li>• By appointment only in person at BCLC Kamloops or Vancouver office.</li> </ul> <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: Effective July 5, 2021, 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.

### **Q: Why has BCLC decided to increase the Regional Prize Payout Centers' payout threshold?**

A: Regional Prize Payout Centers previously had the ability to payout up to \$9,999.99. Increasing their threshold to \$24,999.99 improves the player experience by having the ability to claim higher prize amounts at a payout center nearby.

### **Q: When will the new prize payout thresholds be posted on the Retailer Manual on BCLC's Retailer Hub?**

A: Section 6.1 - Ticket Validation of the BCLC Lottery Retailer Manual will be updated aligned to the tentative change date of July 5, 2021.

## REMINDERS

- All lottery tickets must be validated through an lottery terminal in order to pay out prizes.
- Please check that the lottery ticket has been signed before validating any lottery ticket. If a lottery ticket is not signed, please return the ticket to the customer to sign or print their name on the front or back.
- After validating a ticket, always return the original ticket, the validation slip and the prize (where applicable) to the player.