



Theft Prevention – Grab & Runs - Lottery Products

Ongoing Awareness

In Grab & Run incidents, thieves will target lottery products that are loose on the counter, contained in a display case, stored under a counter or within quick reach. **It is critical that you and your staff process every lottery transaction diligently and maintain awareness at all times to reduce the risk of these activities.**



Be mindful that **requests for high value lottery products**, particularly **Keno** and **Scratch & Win** tickets should **trigger caution**.



Fraudsters may be first-time shoppers at your location



Display case security:

- **Close the door** on the display case and slide the bar into **locked position** after each Scratch & Win ticket sale.
- S&W display cases should not be easily accessible by outsiders or movable, ensure it is **fastened to the sales counter**.



Fraudsters may attempt to reach ticket sleeves and flee.



Restrict access to Lottery tickets until payment is confirmed: Collect payment and ensure credit/debit transactions complete successfully, **BEFORE** giving the lottery ticket(s) to the customer.



Fraudsters may attempt to 'grab' lottery products prior to payment.



Be aware of distraction techniques throughout the payment transaction observing the customer completing the payment transaction on your point of sale terminal from start to finish.



Fraudsters may themselves, or have an accomplice, distract the clerk or use bulky items to block a clerk's view, prior to snatching lottery products.

If you encounter any fraud or theft:

- Call your **local police** and get a file #
- Call **Hotline** (1-800-667-1649) to create a work order
- Report the fraud / theft to GPEB (1-877-660-8850)

