

CONCERNS AND QUESTIONS

- Immediately report any concerns you may have about the way a lottery transaction has been processed by phoning the Players 1st Hotline: 1300 PLAYER (1300 752 937).
- We are committed to improving the level of service provided to our customers and your feedback is highly valued.
- Our Complaints Handling Charter is available for download from our website.
- If you have a complaint to make, it can be done simply and easily by one of the following methods –

Phone 1300 PLAYER (1300 752 937)
Email playersupport@goldencasket.com
Fax (07) 3877 1140
Write to Complaints Coordinator Golden Casket
 Locked Bag 7
 Coorparoo DC QLD 4151

Visit us in person at:
 87 Ipswich Road,
 Woolloongabba Qld 4102

PLAY RESPONSIBLY

It is important to remember that all our products are games of chance. The complete odds of winning are outlined on goldencasket.com and in the **How-2-Play Lotto Complete Guide or Instant Scratch-Its and \$2 Casket information flyers** available from Golden Casket Outlets.

If gambling is a problem there are a range of support and counselling services available to help you. As a first step you could contact one of the following –

- Call the Gambling Helpline on 1800 858 858 or
- Contact Golden Casket on 1300 138 132 and ask to speak to one of the Responsible Play Liaison Officers.



Golden Casket Lottery Corporation Limited. ACN 078 785 449

Players 1st Hotline: ☎ **1300 PLAYER (1300 752 937)**

Monday to Saturday, 8.00am – 5.00pm
 Sunday, 8.00am – 2.00pm

The information in this guide was current at time of printing and this information is subject to the Lotteries Rule 2010 available from goldencasket.com

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* Membership Terms Apply.

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PLAYERS 1ST

A Guide to Player Protection



Players 1ST helps our players get the prize money that they are entitled to.



Your ticket to dream
 goldencasket.com



Golden Casket Player Protection

THE RIGHT PRIZE TO THE RIGHT PERSON

Whether you're a regular player or you just play the big jackpots, it's important for all *Golden Casket*® customers to know how to protect their potential winnings. The following steps are aimed at helping you get the prize money you're entitled to.

JOIN WINNERS CIRCLE® – THE SAFEST WAY TO PLAY

- For any lotto games, *Winners Circle*® members' winnings are protected because prizes can only be claimed in store by presenting your card together with your winning registered ticket.
- If you have an unclaimed prize on a ticket registered to your card and you don't claim the prize, we'll post you a cheque for your winnings four weeks after the draw.
- As a member, you can register to purchase your lotto entries online from goldencasket.com, check if you have any prizes owing and, if you do, they will be automatically deposited into your online account.



JOIN
ONLINE
OR GRAB A
FORM
IN STORE

KEEP AN EYE ON YOUR TICKET

- If you are a *Winners Circle* member, ensure you register all tickets to your card. Make sure you check that your *Winners Circle* card number and your name are printed on your registered tickets.
- Always check your ticket at the time of purchase and at the time of claiming a prize.
- Write your name and address on the back of your ticket before claiming your prize. Tickets that are not registered to a *Winners Circle* card are 'bearer tickets', which means anyone can redeem the winnings if they present that ticket.
- Treat your tickets like cash and do not discard them until you are absolutely sure of their status.
- If you lose a ticket call us immediately on 131 868. If your ticket is not registered to a *Winners Circle* card and you lose it, you will need to complete a 'Lost Damaged Ticket Search' form to assist us in locating your ticket in our lottery system. This form is available from goldencasket.com
- Tickets can also be cancelled at the outlet of purchase upon presentation of the original ticket. Cancellations can only occur prior to the first draw taking place, must be prior to draw close and the transaction must be available in the lottery system.
- Golden Casket strongly advises against the photocopying of tickets for the purpose of sharing entries or setting up personal syndicates. There are a number of Syndicate resources available on our website. The only time we recommend that you retain a photocopy of your ticket for your records, is when you are claiming a prize directly with us via the mail.

CHECK
YOUR TICKET TO
ENSURE IT'S FOR
THE INTENDED
GAME AND
DRAW

INSTANT SCRATCH-ITS® TICKETS

- *Instant Scratch-Its*® tickets are not able to be registered to a *Winners Circle* card.
- All tickets feature a name and address panel on the back of the ticket.
- If you have a winning ticket, Golden Casket recommends filling out this panel with your personal details as soon as you know you have won a prize.

HOW TO KNOW IF YOU'RE A WINNER

- If you are a *Winners Circle* card member and you have a first division win on a registered ticket, we'll call you with the good news!
- Draw results are published online at goldencasket.com and on TV, in local media and in Golden Casket Outlets.
- You can also phone **1902 220 321** for results (Calls cost 83c/min (incl. GST). Mobiles/payphones higher. Salmat Interactive) or SMS the game code (ie SAT, PBALL, OZ, WED or POOLS) to 19 4653 (cost 75c (incl GST). Salmat Interactive. For SMS help call 131 868.
- If you are a *Winners Circle* member you can check for unclaimed prizes on registered tickets online or by having your card scanned at a Golden Casket Outlet.
- Present your ticket for checking at your local Golden Casket Outlet. Winning tickets are printed 'Winner' and non-winning tickets printed 'Not A Winner' by our lottery system and on the customer screen. The customer screen will also display the message "Congratulations. You are a Winner" and play an audible tone. If your ticket requires manual validation, it will not be branded.
- Always ask your Golden Casket Retailer for your non-winning ticket back if in any doubt as to whether or not you have won a prize.
- If you are lucky enough to win a prize, it will appear as "****" on the customer screen to protect your privacy and security.

WHAT TO DO IF YOU'RE A WINNER

- Our gaming system will print a prize claim slip. Your Golden Casket Retailer will give this to you along with your winnings and your original prize winning ticket.
- All lotto tickets, be it a winner or not, will be given back to you, excluding cancelled tickets.
- Prizes less than \$1,500 may be claimed at Golden Casket Outlets. Some outlets (at their discretion) may pay higher prizes.
- Prizes \$1,500 and over may be claimed at Golden Casket's Head Office or you can lodge a mail claim by filling in a Prize Claim Form available from your local Golden Casket Outlet. Make sure you make a photocopy of the original ticket/s and write your name and address on the back before sending to Golden Casket.
- *Winners Circle* members will be sent a prize cheque for any unclaimed prizes on registered tickets four weeks after the draw.

RETAILERS YOU CAN RELY ON

- Our network consists of a large number of Retailers who are well trained and trusted with the responsibility to sell, promote and distribute Golden Casket games.
- We process tens of millions of transactions every year and go to great lengths to ensure your privacy and anonymity is always protected.
- If, for any reason, you have a less than satisfying experience at a Golden Casket Outlet, please call our **Players 1st Hotline number 1300 PLAYER (1300 752 937)**.

PROTECTING OUR WINNERS

- The identity of all our winners is kept confidential unless they request otherwise.
- Always ensure the details of your *Winners Circle* membership are up to date.
- View our entire Privacy Policy online at goldencasket.com