

THE **RIGHT PRIZE** TO THE **RIGHT PERSON**

Whether you're a regular player or you just play the big jackpots, it's important for you and all Tatts customers and retailers to know how to protect your potential winnings. The following information is aimed at helping you get the prize money you're entitled to.



JOIN **TATTS CARD** —THE SAFEST WAY TO PLAY

- ▶ For all Tatts games, Tatts Card members' winnings are protected because prizes can only be claimed in-store by presenting your Tatts Card together with your winning registered ticket.
- ▶ If you have an unclaimed prize (excluding Division 1), we'll automatically send you a cheque four weeks after the last draw on the ticket^.

**GRAB AN APPLICATION
FORM IN-STORE TODAY!**

^Membership terms apply

KEEP AN EYE ON YOUR TICKET

- ▶ If you are a Tatts Card member, ensure you register all tickets to your card. Make sure you check that your Tatts 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 Tatts 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 Tatts 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 tatts.com/tattersalls
- ▶ Tickets can be cancelled at the same 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.
- ▶ Tatts 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.

HOW TO KNOW IF YOU'RE A WINNER

- ▶ If you are a Tatts Card member and you win a Division 1 prize on a registered ticket, we'll call you with the good news!
- ▶ Draw results are published online at tatts.com/tattersalls and on TV, in local media and in Tatts outlets.
- ▶ You can also phone **1900 966 222** for results (calls made in Australia are charged at 82.5c per minute. Higher rates apply from payphones, mobiles or for overseas callers. Provided by Salmat Interactive. Helpline 131 868) or SMS **197 828 87** with the game code, i.e **OzLotto, Pball, Mon or Wed, TattsLotto, Pools or Super66** (cost is 55c per SMS. Provided by Salmat Interactive. Helpline 131 868).

- ▶ Visit your local Tatts outlet and use the in-store self checking ticket machines to see if you have won a prize.
- ▶ Present your ticket for checking at your local Tatts outlet. Winning tickets are printed 'Winner' and non-winning tickets printed 'Better luck next time' by our lottery system. If your ticket requires manual validation, it will not be branded.
- ▶ All winning tickets should be returned to you after being checked by your local Tatts Retailer.
- ▶ 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 Tatts 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 up to and including \$3,999.99 may be claimed at Tatts outlets.
- ▶ Prizes over \$4,000 may be claimed by mail. Complete the Prize Claim Form available at tatts.com/tattersalls and post it with the original ticket/s to Tatts. Make sure you take a photocopy of the original ticket/s and write your name and address on the back before sending to Tatts.
- ▶ If you're a Tatts Card member and you forget to claim a prize (excluding Division 1), we'll automatically send you a cheque four weeks after the draw. Cheques for prizes on Multi-week tickets will be mailed four weeks after the last draw date on the ticket.

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 Tatts 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 Tatts outlet, please call our **Players 1st Hotline** number on **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 Tatts Card membership are up-to-date.
- › View our entire Privacy Policy online at tatts.com/tattersalls

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** on **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 customersupport@tattersalls.com.au
Fax (07) 3877 1140
Write to Complaints Coordinator Tatts
 Locked Bag 7
 Coorparoo DC Qld 4151

PLAY RESPONSIBLY

It is important to remember that all our products are games of chance. The odds of winning are outlined on tatts.com/tattersalls and in the "Let's Play" guides available from Tatts outlets. If gambling is a problem, there is 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**. Counsellors are available at any time, 24 hours a day, 365 days a year. You don't have to give your name. Interpreter services are available for non-English speakers.
- › Call **Tatts** on **1300 138 132** (during extended business hours) and ask to speak to a Responsible Play Liaison Officer.

Tattersall's Sweeps Pty Ltd

ACN 081 925 662

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

Monday to Saturday, 8.00am – 5.00pm

Sunday, 8.00am – 2.30pm

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TATTS PLAYER PROTECTION