

LIGHTNING LOTTO Q & A

1. What is LIGHTNING LOTTO?

- LIGHTNING LOTTO is a new, innovative, progressive lotto jackpot game that can be won instantly in-store.
- The winning lotto numbers are drawn daily **before** sales begin, so each ticket has a chance to win the progressive jackpot as soon as it is purchased.

2. What does a progressive jackpot mean?

- A **progressive jackpot** is a jackpot that grows with each ticket purchased. The more tickets purchased, the larger the jackpot will be.

3. Can a customer select their own numbers on a LIGHTNING LOTTO ticket?

- No. LIGHTNING LOTTO is available by Quick Pick only.

4. Can I cancel a ticket after it prints if a player doesn't want it?

- No.
- Unlike traditional draw-based games, you cannot cancel a ticket after it has been processed.
- Similar to POKER LOTTO, LIGHTNING LOTTO prizes are won at the moment of purchase and tickets CANNOT be cancelled.

5. When is the LIGHTNING LOTTO draw conducted?

- LIGHTNING LOTTO draws are conducted at the start of the day before sales begin.
- LIGHTNING LOTTO sales open at 5 am CT / 4 am MT / 3 am PT every day, and tickets can be purchased until the nightly draw cut-off at 9:30 pm CT / 8:30 pm MT / 7:30 pm PT.

6. How do you win on LIGHTNING LOTTO?

- With the winning numbers drawn at the start of the day, players will be able to buy Quick Pick (QP) only tickets throughout the day.
- Players will see right away if their ticket matched any of the winning numbers to win a prize.
- Each \$3 play includes 3 sets of 5 numbers from 1 to 49, with the option to add EXTRA (\$1) for a second chance to win.

7. How is the draw conducted?

- LIGHTNING LOTTO draws are conducted by a computerized draw machine that uses a random number generator.

8. How much does it cost?

- \$3 per play. Up to five \$3 plays per ticket

9. What is included in a \$3 play?

- For each \$3 play, you receive three chances (lines) to win.

10. When do LIGHTNING LOTTO tickets go on sale?

- LIGHTNING LOTTO tickets will be available at all Lotto Spot retail locations starting on **April 30, 2024**.

11. When does the first draw take place?

- The first draw will happen the morning of Tuesday, April 30, 2024

12. What time can LIGHTNING LOTTO tickets be purchased?

- LIGHTNING LOTTO sales open at 5 am CT / 4 am MT / 3 am PT every day, and tickets can be purchased until the nightly draw cut-off at 9:30 pm CT / 8:30 pm MT / 7:30 pm PT.
- Any attempted ticket purchase after that time will result in a rejected transaction and a message at the terminal indicating sales are closed.

13. Why aren't LIGHTNING LOTTO tickets available between 9:30 pm CT / 8:30 pm MT / 7:30 pm PT and at 5 am CT / 4 am MT / 3 am PT?

- LIGHTNING LOTTO winning numbers are drawn at the **beginning of the day**, and those numbers apply to every ticket issued throughout the day (after the draw).
- EXTRA winning numbers are drawn **in the evening**, and apply to tickets issued during the day (before the draw).
- If tickets could be purchased after the EXTRA draw, a player could end up with today's LIGHTNING LOTTO ticket valid for tomorrow's EXTRA draw.
- By restricting sales after **9:30 pm CT / 8:30 pm MT / 7:30 pm PT**, we ensure that all tickets are valid for the same day's draw.
- This approach maintains consistency and clarity for players.

14. What prizes are available?

- LIGHTNING LOTTO prizes are won at the moment of purchase.
 - o Growing Jackpot (>\$100,000)
 - o \$5,000
 - o \$200
 - o \$50
 - o \$10
 - o \$10
 - o \$3

15. What are the odds of winning (per \$3 play)?

****All odds are approximate****

PRIZE CATEGORY	DRAW PRIZE	ODDS OF WINNING
5 of 5	Growing Jackpot (>\$100,000)	1 in 635,628
4 of 5 + Bonus	\$5,000	1 in 127,126
4 of 5	\$200	1 in 2,956
3 of 5 + Bonus	\$50	1 in 1,478

3 of 5	\$10	1 in 70.4
2 of 5 + Bonus	\$10	1 in 70.4
2 of 5	\$3	1 in 5.2

- The overall odds of winning a prize on the nightly draw are **1 in 4.47**.

16. Can a ticket win more than once?

- Yes.
- The winner is entitled to one draw prize per each set of numbers.

17. Is EXTRA available on LIGHTNING LOTTO tickets?

- Yes. Players have the option to add EXTRA for \$1 per selection. Players can add up to one EXTRA number for each \$3 play on their ticket.

18. Is LIGHTNING LOTTO available for multiple draws on one ticket?

- No.
- LIGHTNING LOTTO tickets can only be purchased for one draw.

19. Why isn't Advance Play available for LIGHTNING LOTTO?

- Instant prizes are determined when the ticket is printed.

20. Can you play LIGHTNING LOTTO by subscription?

- No.

21. What percentage of LIGHTNING LOTTO sales are returned as prizes?

- The overall payout on the game is approximately 60% of sales.
- This is theoretical and will vary widely in the short term.
- In the longer term, the average payout should approach the theoretical percentage.

22. How often do you expect the top prizes to be won?

- This will depend on the number of selections issued for each draw.
- Jackpot starts at \$100,000 & grows until it's won instantly.
- The average jackpot of \$500,000 is expected to be won every 20 days (or so).

23. Can a retailer cancel a ticket if the player doesn't want it?

- No.
- Unlike traditional draw-based games, you cannot cancel a ticket after it has been processed.
- LIGHTNING LOTTO prizes are won at the moment of purchase and tickets CANNOT be cancelled.

24. Do players have to claim the instant prize at the time of purchase?

- No.
- The player can wait to claim an instant prize.
- Players have one year from the date of the draw to claim any prizes won on LIGHTNING LOTTO.

25. How will players know if their LIGHTNING LOTTO selection has won a prize?

- The customer display screen will display a prize and that prize amount will be printed on the ticket.
- If the ticket is not a winner, the terminal will make a thunderclap/lightning strike sound.

- If the ticket is a winner, the terminal will make a thunderclap/lightning strike sound, followed by “Winner!”.
- The terminal LIGHTNING LOTTO sounds will be timed to play with the customer display screen animation.

26. What sounds does the terminal make while generating a LIGHTNING LOTTO ticket?

- If the ticket is not a winner, the terminal will make a thunderclap/lightning strike sound.
- If the ticket is a winner, the terminal will make a thunderclap/lightning strike sound, followed by “Winner!”.
- The terminal LIGHTNING LOTTO sounds will be timed to play with the customer display screen animation.

27. How can players check their tickets?

- Players have several ways to check their tickets.
- They can use the Lotto Spot app on their Android or iOS mobile device, which uses the device camera to check the ticket barcode.
- They can scan the ticket using a self-service ticket checker available at any Lotto Spot retail location.
- They can ask a Lotto Spot retailer to check the ticket using the lottery terminal.
- They can check the ticket manually against the winning numbers posted on wclc.com sasklotteries.ca, and posted on the Lotto Spot app.

28. Are LIGHTNING LOTTO results available through the winning numbers telephone line recordings?

- LIGHTNING LOTTO results will not be available on the winning numbers telephone line.

29. Is it possible to get the exact same LIGHTNING LOTTO selections on more than one play on the same ticket?

- No.
- The system that generates quick pick selections will not issue the **exact** same selection (i.e. all five identical numbers on the same line) more than once on a ticket.

30. Why is it important for players to watch the customer display unit when buying a LIGHTNING LOTTO ticket?

- The customer display screen will show the instant prize amount, if any.

31. What is a “reissue” ticket?

- A reissue ticket replaces a LIGHTNING LOTTO ticket that misprinted or did not print at the time of purchase.
- The retailer must call Retail Spot immediately to create a reissue ticket for the player.
- The reissue ticket contains the same selections that appeared on the original ticket.
- The reissue ticket is the player’s valid ticket for any instant prize and the nightly EXTRA draw, if entered.

32. What is a “replacement” ticket?

- The replacement ticket prints automatically when the retailer validates a winning ticket with outstanding draws.

- For LIGHTNING LOTTO, a replacement ticket would be generated from the ticket terminal if a player redeems an instant prize before the EXTRA draw.
- The retailer does not have to call Retail Spot to produce a replacement ticket.
- The replacement ticket is the valid ticket for any prize won on EXTRA but will not allow the player to redeem the instant prize a second time.

33. What is a “reprint” ticket?

- Reprints are not available for LIGHTNING LOTTO tickets, because LIGHTNING LOTTO tickets cannot be cancelled.
- For other draw-based lottery games, a reprint ticket is used by a lottery retailer to cancel a ticket if the original did not print with a readable barcode, or if the original ticket did not print at all.
- As an example, a retailer might cancel a ticket, using a reprint, if the ticket terminal ran out of paper while printing a ticket.
 - For LIGHTNING LOTTO tickets that do not print properly or at all, the retailer must call Retail Spot to request **a reissue ticket instead.**

34. Who decided to offer LIGHTNING LOTTO?

- LIGHTNING LOTTO was developed by WCLC’s marketing division.
- Each of our member provinces decides which games developed by WCLC they will sell within their borders.

35. Is LIGHTNING LOTTO offered anywhere else in Canada?

- LIGHTNING LOTTO is currently available in Ontario.

36. Are you concerned that the digital screens on the machines will make them more attractive to minors?

- Customer display screens have been in place at all WCLC lottery retailers for years.
- The screens on the ITVMs show animations that include upcoming jackpot amounts, new and featured Scratch tickets, and responsible gambling messages.
- There’s no interactive content.
- The LIGHTNING LOTTO animation is specific to the ticket being generated.
- WCLC does not sell lottery tickets – including LIGHTNING LOTTO – to anyone under the age of 18.

37. Does the customer display screen animation and winning sounds put the player at risk if they win a significant instant prize?

- The customer display screen has been used for years to display the amount won on a lottery ticket, when the player asks the retailer to check the ticket with the lottery terminal.
- Lottery players are already accustomed to prize amounts appearing on the display screen, as well as sound cues indicating when a ticket checked is a winner.
- Of course, players should always be attentive to their own safety and may choose to purchase tickets at locations and at times they are most comfortable.
- The customer display screen and winning sounds add to the gameplay experience as well as let the player and retailer know of any wins at the same time.

38. Will problem gamblers be more susceptible to a game like LIGHTNING LOTTO, with its instant win component and animated play on the customer display screen?

- WCLC and our member provinces take responsible gambling seriously.
- Lottery games are intended to be recreational.
- For the small percentage of people that develop a problem with our products, we encourage that they contact their regional gambling hotline.
- We never intend for our players to spend more than they feel comfortable with on our games.
- Lotteries are intended as a fundraiser for priority programs and initiatives for the member provinces.
- Problem gambling helpline numbers are also printed on the back of every lottery ticket and are available at retail and on our website.
- Scratch games have been available for nearly 30 years.
- Customers have always had the option of playing a Scratch ticket as soon as they buy it and deciding to play again.

39. Where can players call if they believe their gambling has become a problem?

- In Alberta, call the Alberta Health Services Addiction confidential helpline, toll-free, 24 hours a day: 1-866-332-2322.
- In Manitoba, call the confidential and free 24-hour problem gambling helpline at: 1-800-463-1554.
- In Saskatchewan, call the problem gambling helpline toll-free at: 1-800-306-6789.
- In Northwest Territories and Nunavut, call 1-867-873-7033 for information on where to access assistance.
- In Yukon, call the Yukon Alcohol and Drug Information Referral Line at 1-866-980-9099 for a referral to problem gambling support.

40. How will you prevent minors from playing?

- WCLC policy is to refuse lottery sales to anyone under the age of 18.
- Lottery retailers must ask for identification from anyone who appears to be under 18.
- These measures apply to all lottery products sold at a retailer, and this will include LIGHTNING LOTTO.
- Compliance with this policy is also part of the progressive discipline structure of retailers' lottery agreements.

41. Are you launching during a recession because players could be desperate to win?

- No.
- The lead time in developing a new lottery game is long, and we have planned to launch LIGHTNING LOTTO for some time.
- Like other lottery games, LIGHTNING LOTTO is an inexpensive form of entertainment.
- At \$3 per play, LIGHTNING LOTTO costs the same as some Scratch tickets and LOTTO 6/49.
- We always encourage players not to spend more than they can afford on our lottery games.
- WCLC continues to promote responsible play and supply information on how players can seek help if they feel their gambling has become a problem.

- Every one of WCLC's tickets includes the toll-free number of the Problem Gambling Help Line.
- Our Player Care and prize payout staff are also prepared to provide information and referral to helping agencies.

42. How much revenue do you expect the new game will generate?

- We project LIGHTNING LOTTO will generate approximately \$23 million in incremental sales in the first year.

43. What kind of player do you expect LIGHTNING LOTTO will appeal to?

- With similar game mechanics to POKER LOTTO, we anticipate many POKER LOTTO players will be interested in adding LIGHTNING LOTTO to their roster of games
- Based on OLG Research Findings:
 - Majority of players are from the intended, targeted segments (2 and 3) and are high players of several individual lottery games
 - Core player skewed slight male (55%) with U35 at 35% overall player participation
 - Segment 2 has the highest frequency of play and is the same segment as POKER LOTTO

44. When can a player claim an instant prize higher than \$1,000?

- Tickets winning \$1,000 or less can be claimed at any Retail Spot location.
 - o Check with retailer to make sure they have cash to pay out the prize.
- Tickets winning over \$1,001 will generate a claim slip at the POS terminal to redeem the same at Prize Payout Office.
- Tickets exceeding the validation freeze limit parameter (currently set to \$10,000), will cause the terminal to freeze when attempting a validation at a regular retailer.
- If the player added EXTRA, a replacement ticket will be generated for the nightly EXTRA draw.

45. Can players tell by looking if their ticket is a replacement ticket?

- Yes.
- The ticket control number of an original LIGHTNING LOTTO ticket will end in -00.
- The last digits of a replacement ticket will increase by one over the original ticket – i.e. -01.

46. Are players required to sign their LIGHTNING LOTTO tickets to claim prizes?

- Yes.
- Retailers are instructed not to check or validate a ticket until the player has signed it.
- WCLC considers it a player protection issue for players to sign their ticket at the time of purchase, if possible.
- A signature is a distinctive identifier to assure the player that they have received the correct ticket back from the retailer.

PAY BEFORE YOU PLAY

Retailer key messages

- Get the payment for a LIGHTNING LOTTO tickets before you print the ticket.

- LIGHTNING LOTTO tickets can't be cancelled.

Player key messages

- You must pay for your LIGHTNING LOTTO tickets before the retailer generates them.
- Check your tickets before leaving the store to be sure you received everything you paid for.

47. What does Pay Before You Play mean?

- Pay Before You Play is meant to help protect retailers from being financially responsible for tickets they can't sell.
- All LIGHTNING LOTTO prizes are instant prizes.
- As soon as retailer generates the ticket, the player knows if the ticket is a winner.
- Retailers cannot cancel tickets and must pay WCLC for tickets they issue.
- A retailer is financially responsible for tickets that they print but don't receive payment for.
- We recommend to retailers that they receive payment for LIGHTNING LOTTO tickets before printing the ticket.

48. At what point in the purchase process should the player pay for a LIGHTNING LOTTO ticket?

- We suggest that retailers ask for payment before printing the LIGHTNING LOTTO ticket.
- Customers should pay for LIGHTNING LOTTO tickets before the retailer processes the transaction.
- The retailer should receive payment before giving the ticket to the customer.

49. Is this the same process you recommend for other lottery products?

- We always suggest that retailers receive payment before giving tickets to the player.
- Pay Before You Play isn't a new policy for most retailers.
- With the instant wins, LIGHTNING LOTTO is similar to Scratch tickets.
- Players must pay for their Scratch tickets before they scratch them.
- We've also frequently reminded retailers to ensure they receive payment for SPORT SELECT tickets before giving them to the player.
- The terminal prompt is a reminder for retailers, since they cannot cancel a LIGHTNING LOTTO ticket if they don't receive payment.
- Pay Before You Play is meant to help protect retailers from being financially responsible for tickets they can't sell.

50. Can a retailer cancel a LIGHTNING LOTTO ticket if the player doesn't want it?

- No.
- Unlike traditional draw-based games, you cannot cancel a ticket after it has been processed.
- LIGHTNING LOTTO prizes are won at the moment of purchase and tickets CANNOT be cancelled.

51. Can the retailer ask to be paid for other lottery games before printing the tickets?

- Lottery retailers are independent businesses and have discretion in how they operate their businesses.
- Many retailers already ensure they receive payment before printing tickets.

- Pay Before You Play is meant to help protect retailers from being financially responsible for tickets they can't sell.

52. What if the player is buying multiple LIGHTNING LOTTO tickets? Does the player have to pay for each ticket separately? Or do they have to pay for all LIGHTNING LOTTO tickets before the retailer starts printing any of them?

- The specifics of how a retailer chooses to process multiple LIGHTNING LOTTO transactions are up to the retailer.
- Pay Before You Play is meant to help protect retailers from being financially responsible for tickets they can't sell,
- The retailer and player may be comfortable with the player paying for all LIGHTNING LOTTO tickets requested at once, before the retailer generates them.

53. How should a retailer process a combination of LIGHTNING LOTTO tickets and purchases for other games?

- The Pay Before You Play policy doesn't dictate any process on how to sell tickets for multiple games.
- The policy informs players that they should pay for LIGHTNING LOTTO tickets in advance of the retailer printing the tickets.
- Pay Before You Play is a reminder to collect payment, meant to help protect retailers from being financially responsible for tickets they can't sell.