

## **Participant Code of Practice**

This Participant Code of Practice, approved by the National Lotteries Commission, outlines our commitment to providing a transparent, fair, and enjoyable gaming experience.

### **Our Principles**

We operate under strict guidelines to ensure integrity in our games and fairness for all participants.

### **Game Rules and Regulations**

Detailed rules and regulations for each game are available under the How to tab on our official website, mobi web and Mobile App.

### **Eligibility for Participation**

**Exclusions for ITHUBA Staff and Directors:** Employees and Directors of ITHUBA and affiliated companies are prohibited from participating.

**National Lotteries Commission Exclusions:** Board Members and their immediate families are also ineligible.

**Age Restriction:** Only individuals aged 18 and above may participate.

### **Ticket Purchase and Availability**

Tickets can be purchased from authorized retailers, our website, and our mobile application.

### **Ticket Cancellation Policy**

- All EAZiWIN (instant) tickets whether purchased in retail stores or on-line via mobi, the National Lottery website and the mobile APP, cannot be cancelled once purchased.
- All tickets ( except for EAZiWIN tickets) for other games can be cancelled within two hours of the time of purchase on the day of purchase; and before the pre-draw cancellation cut off period before the draw closes, if purchased on the draw date.
- LOTTO PLUS 1 and LOTTO PLUS 2 entries will automatically be cancelled by the cancellation of a LOTTO ticket.
- PowerBall PLUS entries will automatically be cancelled by the cancellation of a PowerBall ticket.
- Advanced draws cannot be cancelled unless at the time of purchase.

### Ticket Security and Ownership

Participants are advised to sign their tickets and include contact details on the back for security. In cases of ownership disputes, a thorough investigation will be conducted.

### Group Play Regulations

Group play is encouraged, barring commercial syndicates. Prizes are awarded to the individual whose name appears on the winning ticket.

### Procedure for Stolen or Lost Tickets

Report stolen tickets immediately. We will collaborate with law enforcement to investigate and potentially honour valid claims within 365 days of the draw.

### Guidelines for Damaged Tickets

Damaged tickets are subject to verification. Fraudulent or tampered tickets are void.

### Prize Claim Requirements

- Prizes are awarded following the official game rules and only to eligible participants.
- Verification processes, including a completed Prize Claim Form, may be required.
- No prize will knowingly be paid to any person under the age of 18.
- No prize will knowingly be paid to individuals who are precluded by the Lotteries Act and ITHUBA's Code of Conduct, from playing National Lottery games.

ITHUBA reserves the right to require the following before paying any prize:

- A Prize Claim Form to be completed.
- Conduct an investigation to verify the ownership of or the validity of the ticket.
- Photograph claimants of prizes for security purposes.
- Conduct additional checks as may be required in respect of any claims for prizes.
- Prizes may be claimed by post by mailing the original winning ticket, with the claimant's name, identity number, telephone number and signature on the reverse, to ITHUBA. Claimants are advised:
  - That claims made by post are entirely at the claimant's risk
  - ITHUBA will not accept proof of postage as proof of receipt.
  - To retain a photocopy of the winning ticket.
  - Claimants of prizes will be advised by mail or telephone to claim their prizes at ITHUBA.

### Prizes Claimed in Person

PRIZE VALUE	PAYMENT LOCATION	PAYMENT TIME
Up to R2,000	All Participating Retailers	Immediately
From R0 up to R50,000	Authorised Prize Payment Centre	Within 72 hours
Unlimited	ITHUBA	Within 72 hours via EFT

### Unclaimed Prize Procedure

Details of unclaimed prizes are published six months post-draw, with reminders issued 30 days before expiration.

ITHUBA may, at its sole discretion, 6 months after a draw, publicize in the media and/or on the National Lottery website, as well as Social Media platforms, the details of unclaimed prizes and may follow this up with a special campaign 30 days before the expiry of the ticket.

In all cases, where details of unclaimed prizes are released, ITHUBA will limit the detail to the prize amounts, the areas and the selling retailer's information.

### Dispute Resolution

Disputes are handled by ITHUBA with thorough investigation and communication with the claimant.

### Confidentiality Assurance

Winner confidentiality is paramount unless consent for disclosure is given.

### Winner Verification

Winning numbers and prize details are available on our website, app, and at retail stores.

### Additional Support for Large Prize Winners

Winners of prizes exceeding R50,000 receive comprehensive support including financial consultation and additional services.

### Enquiries and Complaint Handling

We encourage participants to contact us with queries or concerns. Our dedicated helpline and website are available for support.

### Retailer Responsibilities

Our retailers are trained and equipped to provide accurate information about lottery products and services.

### Special Assistance

We provide personalized assistance for participants with special needs.

### Retailer Compliance

All retailers are required to adhere to our stringent standards and procedures.

### Incident Management and Communication

ITHUBA maintains the integrity of the National Lottery and communicates effectively in case of incidents.

### Ongoing Review and Updates

This document is subject to annual review and updates as necessary to maintain relevance and effectiveness.