



## RETAILER MANUAL

PROUDLY BROUGHT TO YOU BY:

**ITHUBA<sup>TM</sup>**  
EQUALITY IN OPPORTUNITY

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**ABOUT ITHUBA**

# WELCOME TO ITHUBA HOLDINGS (RF) PROPRIETARY LIMITED

**ITHUBA Holdings (RF) Proprietary Limited (“ITHUBA”)** is a privately-owned, black empowerment consortium that has been awarded the third National Lottery Licence, with effect from 01 June 2015.

Being awarded the Operating Licence presented ITHUBA with an opportunity to reinvigorate and grow the National Lottery, foster confidence and pride in the brand, and introduce a higher level of service to local communities. Our commitment to society, underpinned by a solid, sustainable and financially viable operation, is at the heart of our existence.

ITHUBA literally means ‘an opportunity’ – one that promises to change the landscape of both South Africans and the National Lottery structure. For ITHUBA, ‘equality in opportunity™’ is our very essence and the motto we live by.

You are most welcome to visit our website on [www.ithubalottery.co.za](http://www.ithubalottery.co.za) to learn more about ITHUBA.

**We welcome you as our valued business partner.**

ITHUBA is looking forward to nurturing and developing a strong business relationship with you and has put together this Retailer Manual to explain the essential features on the suite of National Lottery games for your convenience. With your partnership, we look forward to modernising and growing the National Lottery.

You are most welcomed to contact our Retailer support helpline on 0860 456 886, Mondays to Saturdays, 06h00 to 23h00 or 06h00 to 18h00 on Sundays if you require any further information.

Thank you once more for doing business with us.

**ITHUBA Holdings (RF) Proprietary Limited**  
Third National Lottery Licensed Operator  
Phanda.Pusha.Play™

## ABOUT ITHUBA

### Vision

ITHUBA’s vision is to reinvigorate the National Lottery through optimising consumer experience, restoring faith and trust in the National Lottery, and showcasing the positive social contributions we make to our society. We aim to proudly celebrate South African-inspired games and empower local suppliers while setting the benchmark for the National Lottery in South Africa and beyond.

### Mission

ITHUBA’s mission is to contribute positively and actively to the socio-economic development of South Africa, through ethical and efficient operation of the National Lottery. We aim to do this in a manner that will engender a spirit of pride among our shareholders, key strategic partners, employees and all South Africans.

### “State of the Art” approach to the National Lottery

ITHUBA’s main technology partner, IGT, is a well-respected global player that provides the back-end operating system for our National Lottery games. This has placed ITHUBA in a position to deliver best practices which they have gained from working with lotteries in more than 100 jurisdictions for over 30 years. ITHUBA has rounded out its technology team by assembling other best technology partners to deliver robust and high-caliber solutions.

### ITHUBA’s approach to the National Lottery

ITHUBA’s approach is based on a few focused commitments to the National Lottery Participants:

- To deliver world-class National Lottery entertainment in line with the best trends in the world;
- To bring a large variety of exciting and fun National Lottery games which offer great entertainment and

choice;

- To design and create indigenous games made in South Africa for South Africans, making ITHUBA's games relevant and relatable;
- To bring convenience to Participants through an extended network of retail partners;
- To deliver a localisation strategy to ensure that skills development, local enterprise development and job creation remain key priorities;
- To be a good corporate citizen and give back to the communities in which we operate;
- To contribute towards the long-term sustainability of communities, with a special focus on education and women in business, through our Social Responsibility Programme Initiatives (CSI);
- A commitment to South Africa and its development.

### **Benefits of doing business with ITHUBA**

#### **Refreshed and revitalised National Lottery**

ITHUBA will continuously be launching a brand new look and feel for the National Lottery games to give the Participants a revitalised brand experience.

#### **Increased marketing and advertising**

ITHUBA's compelling marketing campaign is aimed at increasing participation by communicating the National Lottery value proposition in a relatable manner that creates engagement and encourages product adoption.

#### **Key Technical Features**

- ITHUBA will be using a dual network system;
- ITHUBA will reduce transaction cycle, therefore cut down on time spent in queues;
- ITHUBA enables daily store reporting for individual Retailers;
- ITHUBA provides a dual terminal sign in function;
- ITHUBA provides reliable back end support;
- ITHUBA enables local maintenance and support;
- ITHUBA enables quick turnaround time on technical issues;
- ITHUBA provides regional offices for technical support, payouts, equipment depot and sales support.





**CONTACT US**

## CONTACT US

### How to Contact the National Lottery Operator:

ITHUBA Holdings (RF) Proprietary Limited  
For all enquiries, complaints or game information –  
please phone, e-mail, or write to the National Lottery  
Operator at:

Retailer Helpline : 0860 456 886 (Shared Call)  
Players' Helpline : 0800 484 822 (Landline Toll Free)  
E-mail : [info@ithubalottery.co.za](mailto:info@ithubalottery.co.za)  
Postal Address : Private Bag X60, Gallo Manor, 2052  
Website : [www.ithubalottery.co.za](http://www.ithubalottery.co.za)  
: [www.nationallottery.co.za](http://www.nationallottery.co.za)

### Office Locations

Office Hours : 08:00 – 17:00, Monday to Thursday;  
08:00 – 16:00, Friday.

Head Office : 14A Charles Crescent, Eastgate Ext 4,  
Sandton, 2148

Telephone number: 011 346 6000

### Regional Offices:

#### Eastern Cape (Port Elizabeth)

164 Cape Road, Mill Park, Port Elizabeth.  
Telephone number: 041 397 4900

#### Free State (Bloemfontein)

Shop number 38, 139 Cnr East Burger &  
Charlotte Maxeke Streets, Bloemfontein Plaza.  
Telephone number: 051 410 1060

#### Kwa-Zulu Natal (Durban)

1st Floor, 85 Richefond Circle, Umhlanga  
Ridgeside.  
Telephone number: 031 536 6960

#### Limpopo

15 Hans van Rensburg Street, Polokwane  
Telephone number: 015 294 9480

#### Mpumalanga (Nelspruit)

99 Jacaranda Street, West Acres, Nelspruit  
Telephone number: 013 741 6500

#### North West (Rustenburg)

53 Von Wielligh St, Rustenburg, 2999.  
Telephone number: 027 14 597 8900

#### Western Cape (Cape Town)

200 Main Road, Claremont, Western Cape.  
Telephone number: 021 672 6760

### How to Contact the National Lotteries Commission (NLC)

**For any escalation matters  
- please contact the NLC at:**

#### Head Office

Block D, Hatfield Gardens, 333 Grosvenor Street,  
Hatfield, Pretoria, 0083

#### Postal Address

PO Box 1556, Brooklyn Square, Pretoria, 0075  
Contact Number: 012 432 1300  
E-mail : [info@nlcsa.org.za](mailto:info@nlcsa.org.za)  
Website : [www.nlcsa.org.za](http://www.nlcsa.org.za)





CSI

### 1. ITHUBA's Commitment to the Communities of South Africa

- 1.1 The ITHUBA Corporate Social Responsibility ("CSR") is a pledge to lead in consumer protection, minimise its impact on the environment and support local communities. ITHUBA is also committed to align its Social Development initiatives to areas identified in the New Growth Path ("NGP") and the National Development Plan ("NDP").
- 1.2 Whilst providing fun and entertainment, ITHUBA is unwavering in its support for responsible and no under age play. ITHUBA supports counseling services for problem gamblers and never encourages players to spend more than their entertainment budgets allowed on its products. ITHUBA's marketing efforts will be aimed at getting more players to play but in smaller sums of money. ITHUBA offers winner services which, amongst others, includes winner counseling and financial advice.
- 1.3 ITHUBA is committed to maintaining and building trust between itself as an organisation and the many groups and individuals that it deals with and affect, including players, Retailers, vendors, legislators and educators. ITHUBA is also committed to protecting the interests of all South Africans.
- 1.4 As part of its social responsibility commitments, ITHUBA undertakes to adhere to the following:
- 1.4.1 The provision of clear information on the organisation itself, its regulatory context, products, beneficiaries and responsible gaming governance structure;
- 1.4.2 Focusing its Corporate Social Investment ("CSI") programs on areas identified in the NGP and NDP (especially infrastructure development, tourism, knowledge economy and decent work opportunities);

1.4.3 Ensuring high level commitment to responsible gaming as well as commitment to wider CSR issues; and

1.4.4 Commitment to stakeholder engagement, transparency and openness.

1.5 The World Lottery Association's core values are: responsibility, integrity, professionalism and innovation that advances the interests of state-operated Lotteries regarding best practices and ethical standards. ITHUBA subscribes fully to these values.

1.6 ITHUBA adheres to the strictest standards of social responsibility, responsible gaming, security and risk management.

### 2. Stakeholder Expectations

- 2.1 Stakeholders are the people who are affected by, or involved in, the day-to-day running of a business. Stakeholders expect high standards of social responsibility from companies.
- 2.2 They do not want to be associated with companies that pollute the environment, harm communities or exploit workers or the community.
- 2.3 They want to know that their money/business is making a positive contribution to their communities and the world as a whole. As a result, CSR has become an important component of good business practice.

### 3. ITHUBA's Corporate Social Responsibility

ITHUBA constantly ensures that it continues to operate in a socially responsible way. Retailers are urged to promote ITHUBA's CSR in their businesses. ITHUBA's CSR programme includes:

3.1 Raising funds for good causes.

3.2 Supporting a Responsible Play programme which minimises the risk of negative impacts on society.

3.3 Operating and developing environmental protection policies which reduce the impact of the business on the environment.

3.4 Implementing CSI programmes that focuses on the goals of the NGP and NDP (with the focus on job creation and alleviation of poverty).

3.5 Promoting the advancement of women in business, affirmative action and employment equity and representation.

3.6 Conducting training and skills development.

3.7 Support community development through local communities.

#### **4. Environmental / Energy Efficiency**

4.1 As part of its CSR strategy, ITHUBA recognises that it has responsibilities to the environment and the communities in which it operates. It has significant environmental programmes within its headquarters and regional offices and demands reasonable environmental policies from its agents and suppliers.

4.2 To manage and, regularly review, monitor performance and achievement of objectives including, but not limited to:

4.2.1 Ensuring all equipment packaging and shredded waste is recycled.

4.2.2 Taking equipment energy efficiency ratings into consideration during procurement process.

4.2.3 Ensuring where possible that recyclable and environmentally friendly materials are used in POS equipment and paper products.

4.2.4 Ensuring that National Lottery equipment is accessible to all National Lottery Participants.

#### **5. Social Responsible Gaming**

ITHUBA is committed to ensuring that the negative social influences of gaming are minimised. Therefore ITHUBA will:

5.1 Implement policies and procedures to negate the perceived negative impacts arising from the operation of the National Lottery.

5.2 On a yearly basis, appoint independent researchers to determine the social impact of the Lottery during the preceding year and recommend mitigating measures for addressing negative findings.

5.3 Have regular campaigns to keep the public and its Retailers informed on the requirements for responsible play, especially the prohibition of play by persons younger than 18 years.

5.4 Endeavour to promote small business and engage with them in services where their services can be utilised.

5.5 Report to the NLC on an annual basis the initiatives undertaken by ITHUBA in its CSR programme.

## 6. Timelines

Timelines for initiatives to be undertaken by ITHUBA are outlined below:

Item No.	Key areas to cover in the Social Responsibility Programme Plan	ITHUBA's actions to the key areas	Implementation period
1	Social and economic empowerment in particular, affirmative action, employment equity and representation, training and skills development, services, equipment and material procurement, promotion of small business and job creation.	<ul style="list-style-type: none"> <li>• Social and economic empowerment.</li> <li>• Winner counselling and financial advice.</li> <li>• Accessibility for participants, rural populations and the differently disabled.</li> </ul>	On-going until the end of the Licence term.
2	Accessibility for Participants, rural populations, the differently abled.	ITHUBA is currently implementing partnership agreements to provide its services in the townships and rural areas with handheld providers, i.e. Flash, Sandulela, A2Pay and VPS; and all technology driven companies that target traders in the informal retail market.	Launch of 1st service via Flash (28/10/2015) and on-going until the end of the Licence term.
3	Contribution towards nation building.	ITHUBA has contracted local small and medium size businesses for distribution of consumables to Retailers, installing of terminals and training of Retailers at stores.	Current and on-going until the end of the Licence term.
4	Establishing peace and security.	<ul style="list-style-type: none"> <li>• Open on-line applications process for organisations to apply to become a service provider.</li> <li>• ITHUBA to identify programmes and select organisations to render their services.</li> </ul>	2016 and on-going until 2021.
5	The advancement of women in business.	<ul style="list-style-type: none"> <li>• Open on-line applications process for organisations to apply to become a service provider.</li> <li>• ITHUBA to identify programmes and select organisations to render their services.</li> </ul>	2016 – 2021.
6	General social empowerment.	<ul style="list-style-type: none"> <li>• Open on-line applications process for organisations to apply to become a service provider.</li> <li>• ITHUBA to identify programmes and select organisations to render their services.</li> </ul>	2016 – 2021.
7	Winner counselling and financial advice.	<ul style="list-style-type: none"> <li>• ITHUBA currently offers trauma counselling, financial and property advice to winners above R50, 000.00.</li> <li>• Financial advice is undertaken by financial institutions and independent financial advisors.</li> </ul>	Current and on-going.



## **CODES OF PRACTICE**

### INTRODUCTION

1. National Lottery products may only be made available to the South African public by participating Retailers that have been authorised to do so through a formal agreement between the Retailer and ITHUBA.
2. Participating Retailers are required to strictly comply with this code of practice.

### CODE OF PRACTICE

3. The Sales Code of Practice has been approved by the National Lotteries Commission and will be used by the National Lotteries Commission and ITHUBA to monitor Retailers' performance in the delivery of the services that ITHUBA will provide to players and/or participants, as described in this Code.

### VETTING OF RETAILERS

4. All prospective participating Retailers will be subjected to a process of vetting to ensure that Retailers meet the requirements and standards necessary to participate in the sale of National Lottery products. Vetting of Retailers includes the following:
  - 4.1. Physical inspection of Retailers' premises and facilities;
  - 4.2. Probity checks;
  - 4.3. Credit checks; and
  - 4.4. Criminal checks
5. ITHUBA will only enter into an agreement with Retailers to sell National Lottery products, with those Retailers who have passed all the vetting processes.

### TRAINING OF RETAILERS

6. ITHUBA will provide appropriate training to all participating Retailers and their staff. Retailers are responsible to ensure that all additional training requirements are submitted to ITHUBA. Training will include the following:

- 6.1. Game rules and "How to Play" for all Lottery games;
- 6.2. Responsible gaming standards;
- 6.3. Display of point of sale material, including merchandising and point of sale material;
- 6.4. Operation of the Lottery System; and
- 6.5. Support to Retailers and players.

### RETAILER PERFORMANCE STANDARDS

#### Retailers are required to:

7. Undergo, together with their sales staff, training sessions provided by ITHUBA and ensure that their retailing outlet and business comply with the policies, procedures and notifications issued by ITHUBA;
8. Retailers should, at all times, conduct business in a reputable business manner and comply with all laws, statutes, by-laws and regulations applicable to the retailing outlet, as well as the Lotteries Act 1997 and the License held by ITHUBA pursuant to the Act;
9. Ensure that only trained staff sell Lottery products and with integrity and in a courteous manner appropriate to the image of the National Lottery. Retailers and trained sales should wear name tags when selling Lottery products;
10. Be responsible for receiving payment for Lottery tickets from player at the time of purchase;
11. Not sell any Lottery products to anybody under the age of 18, and if there is doubt regarding the age of a player, request identification to confirm eligibility to purchase a ticket;
12. Be open for the sale of Lottery products during their normal business hours and where possible until the closing of games for draws;

13. Provide a dedicated area for lottery equipment and consumables and keep it in good operational condition at all times;
14. Display all signs and notices provided by ITHUBA, including the prohibition on participation in the National Lottery by anybody younger than 18 years;
15. Make available on request, copies of Game Rules, Participants' Code of Practice, information on excessive play and other information regarding consultation;
16. Promote the National Lottery Responsible Gaming principles;
17. Understand, and be able to provide information and assistance to players on the game rules, how to play, costs, winning and how and where to claim prizes in respect of all Lottery products, and, furthermore to assist players with handling their complaints, as well as how to contact the National Lottery in respect of complaints, comments and to request further information;

Retailers may not:

18. Sell Lottery products or pay prizes to anyone precluded from taking part in the National Lottery by the National Lotteries Act 1997, including anyone who the Retailer suspects to be under the age of 18 years old, or anyone known or suspected of purchasing Lottery products on behalf of someone who is under the age of 18 years;
19. Sell Lottery products to anyone that a Retailer knows, or should reasonably suspect, to suffer from an addiction or excessive Lottery play;
20. Sell Lottery products by means of telesales marketing, direct mail, data base marketing, telephone, fax, internet, e-mail, cell phone, or any other means as prescribed by the National Lottery. This includes the making of unsolicited telephone calls or other forms of direct or personal communication to the general public in order to encourage the purchase of Lottery products;

21. Sell Lottery products from a mobile location, unless authorised by ITHUBA;
22. Sell Lottery products to anyone representing, or suspected of representing a commercial syndicate that organise the purchase of large numbers of tickets with the aim of guaranteeing a jackpot prize, regarding the National Lottery;
23. Sell Lottery products on credit, or lend money to anybody for the purpose of purchasing Lottery products;
24. Sell Lottery products at prices different, whether it be higher or lower, from those set and communicated by the National Lottery;
25. Disclose any information that could lead to the identification of prize winners, or players with gambling problems without their consent;
26. Link any merchandise normally sold in the Retailer outlet with, or offer joint promotions of any merchandise sold normally with, any of the National Lottery products without authorisation;
27. Alter, or re-brand any Lottery branding and/or displays in any way.

#### **Dedicated Lottery Sales Area**

28. Participating Retailers must make available a dedicated and identifiable Lottery sales area/s as identified during the vetting process, which will be shop fitted with approved and branded material.
29. All material for the playing of games, including play cards, results posters, etc., must be made available to players at no cost.

#### **Ticket Cancellations**

30. An on-line ticket may only be cancelled within 3 minutes of the time of purchase, prior to the draw and only at the request of the player and at the terminal where it was issued.

### Payment of Prizes

31. Retailers are required to pay prizes in cash up to R2,000 or at their own discretion. Prizes may be paid in cash or by cheque only and payment of prizes in kind is expressly prohibited.
32. Prizes remain valid for a period of 365 days following the date of the draw. All prizes not claimed at the end of this period will be paid to the National Lottery Distribution Fund.

### MONITORING OF STANDARDS

33. ITHUBA will monitor the compliance to this code of practice by participating Retailers by means of its internal investigators and by conducting mystery shopping operations.
34. Any complaint received by the public with regards to the performance of participating Retailers, will be investigated by ITHUBA's investigators.



# PARTICIPANTS' CODE OF PRACTICE

## INTRODUCTION

1. The National Lottery is operated by ITHUBA Holdings (RF) (Pty) Ltd under an eight year contract from the Minister of Trade and Industry. ITHUBA is responsible to, among other, ensure that the National Lottery is operated in a secure and fair manner whilst protecting the interests of all players, and finally, to ensure that the maximum funds possible, are raised for good causes as specified by the Lotteries Act 1997.
2. The funds raised by the National Lottery are distributed, through formal bodies, by the National Lottery Distribution Fund to assist the under mentioned causes:
  - 2.1. Reconstruction and Development;
  - 2.2. Charities;
  - 2.3. Sports and recreation;
  - 2.4. Arts, Culture and National Heritage; and
  - 2.5. Other causes as approved by the Minister for Trade and Industry.
3. ITHUBA is not responsible for, and is not involved in the distribution of funds raised through the National Lottery.
4. The rules for all the games offered by the National Lottery are available for inspection, or information, at all Retailers participating in the National Lottery, or at National Lottery offices. Alternatively, copies of the rules may be obtained by writing to the National Lottery, or contacting the Helpline.

## CODE OF PRACTICE

5. The Participant's Code of Practice has been approved by the National Lotteries Commission and will be used by the National Lotteries Commission to monitor ITHUBA's performance in the delivery of the services that ITHUBA will provide to players and/or participants, as described in this Code.

## DEFINITIONS

### Act

The National lotteries Act 1997, as amended.

### Authorised Prize Payment Centre

Location where prizes up to R50,000.00 can be paid.

### DAILY LOTTO

An On-Line game similar to LOTTO in which Participants choose 5 numbers from a field of 36. Participants may win prizes based on how many correct numbers are chosen.

### Draw

A process that randomly selects a set of winning numbers.

### Game

Any lottery game approved by the National Lottery Board and promoted and/or run by ITHUBA.

### Game Rules

The rules, governing participation in any game, approved by the National Lotteries Commission.

### Helpline

The toll free telephone service that responds to enquiries and complaints from the public.

### Identification

Official and original South African identity document, passport, or driver's license.

### Jackpot

The top prize won by a player, or shared by players, when all the numbers selected in a single board of an on-line game match the numbers selected in the draw.

**Licence**

The licence issued by the Government of the Republic of South Africa to ITHUBA to operate the National Lottery.

**Lottery Terminal**

The device through which on-line tickets are purchased and printed and winning tickets are validated.

**LOTTO**

An On-Line game utilising a computerised terminal to record selections and also to validate prize claims. In LOTTO, participants pick 6 numbers out of a field of 52 and may win prizes based on how many correct numbers are chosen.

**LOTTO PLUS 1 & LOTTO PLUS 2**

An extension of the LOTTO On-Line Game in which selections made for a LOTTO Draw are wagered for an additional corresponding LOTTO PLUS Draw.

**National Lotteries Commission**

The body, established by the Minister of Trade and Industry in terms of the Lotteries Act, to regulate the National Lottery.

**National Lottery**

The National Lottery as defined in the Act, including constituent lottery games.

**National Lottery Distribution Fund (NLDTF)**

The fund established under the Act to receive funds raised by the National Lottery for allocation to Good causes as specified in the Act.

**On-line Game**

Any game utilising a computerised terminal to record selections and validate prize claims.

**Participating Retailer**

Any person or company, authorised to sell National Lottery tickets and pay prizes in respect of valid winning tickets, under a written agreement with ITHUBA.

**Player**

A member of the public, who is 18 years of age, or older, who purchases a National Lottery ticket.

**Playing Public**

Members of the public who are eligible to purchase National Lottery Tickets.

**PowerBall**

An On-Line game similar to LOTTO in which Participants choose 5 numbers from a field of 50 and 1 number from a field of 20. Participants may win prizes based on how many correct numbers are chosen.

**PowerBall PLUS**

An extension of the PowerBall On-line Game in which selections made for a PowerBall Draw are wagered for an additional corresponding PowerBall PLUS Draw.

**Quick Pick**

A method of selection that players can choose instead of marking numbers themselves.

**RAFFLE**

A game in which the system will generate a unique RAFFLE Ticket number for each RAFFLE Ticket bought. Participants may win prizes allocated to a specific winning division when their RAFFLE Ticket number matches the winning number drawn in the exact sequence.

**Retailer Outlet**

An authorised premises where an attended Lottery terminal is available for the selling of constituent Lottery tickets are sold.

**SPORTSTAKE 8**

On-Line game involving the prediction of football match results. The game has 8 fixtures, with players predicting the first half and second half outcome, utilising a computerised terminal to record selections and also to validate prize claims.

### **SPORTSTAKE 13**

On-Line game involving the prediction of football matches' results, utilising a computerised terminal to record selections and also to validate prize claims.

#### **Ticket**

A ticket is constituent National Lottery games sold by an authorised Retailer in an authorised manner and issued by a Lottery terminal.

### **PROHIBITED PLAYERS**

#### **ITHUBA Holdings (RF) (Pty) Ltd**

6. Regulations of the Act prohibit its Board of Directors and members of their immediate families from participating.

#### **National Lotteries Commission**

7. Regulations of the Act prohibit its Board of Directors and members of their immediate families from participating.

#### **Under-age Players**

8. No person under the age of 18 may, by law, participate in any of the games offered by the National Lotteries Commission and/or claim prizes, or do so on behalf of someone else. This information is displayed on all signage at all retail outlets and Lottery material.

### **TICKETS**

#### **TICKET AVAILABILITY**

9. Tickets are only available from participating Retailers and by means of subscription. Details of the subscription service may be requested from the National Lottery.

#### **Retailers**

10. Tickets can be purchased from all participating Retailers.

All participating Retailers are clearly identifiable by Lottery Signs and advertisements. Each participating Retailer must display, among others, material indicating the games that are available and that the sale of tickets to anyone under the age of 18 is not allowed.

11. Participating Retailers are instructed to adhere to the prohibition of selling tickets to under-18s and anyone that the Retailer knows, or should reasonably suspect, to suffer from an addiction to excessive Lottery play.

12. Tickets are available from all participating Retailers as follows:

12.1. Draw Days: 06:00 to 20:30 (Tuesdays, Wednesdays, Fridays and Saturdays)

12.2. Other Days: 06:00 to 23:00

### **CANCELLATION OF TICKETS**

13. Other tickets may be cancelled three minutes after it was issued (purchased), on condition that:

13.1. The ticket is returned to the issuing terminal;

13.2. The ticket is presented within two hours of the time of purchase, or prior to the close of the retail outlet, or the close of ticket sales for the day, or the close of sales prior to the draw, whichever is the earlier; and

14. The barcode scanning device of the terminal can read the ticket and cancel it. Should the terminal not be able to cancel the ticket, the Retailer will contact ITHUBA's Call Centre for assistance.

15. LOTTO PLUS 1, LOTTO PLUS 2 and PowerBall PLUS entries will automatically be cancelled by the cancellation of a LOTTO and PowerBall ticket respectively.

16. The Retailer will refund the player the amount equal to the purchase amount of the ticket upon cancellation.
17. The Retailer must retain the cancelled ticket together with the authorisation for cancellation issued by the terminal, for a period of thirteen months.
18. No ticket may be cancelled after the cancellation period has lapsed.

**TICKET SECURITY**

19. An authentic printed winning ticket is required for claiming a prize and the prize money will be paid to the person presenting the ticket, since it will be assumed that the bearer of the winning ticket is the legitimate owner of the ticket, whether his/her name, identity number and signature appears on the ticket, or not. It is therefore the Player's responsibility to ensure that he/she writes his/her name and identity number on the ticket and sign it immediately after purchase of the ticket.
20. ITHUBA may however, insist on conducting checks in order to verify the identity of the claimant and that it corresponds with the detail appearing on the ticket. Furthermore, ITHUBA may at any time, if there is any doubt with regards to the identity of the person presenting the winning ticket.

**SYNDICATE PLAY**

21. The Lotteries Act prohibits the forming of commercial syndicates that purchase large numbers of tickets in an attempt to guarantee the winning of a large prize, and charge participants an additional fee over and above the original cost of the ticket. ITHUBA will, on behalf of the National Lotteries Commission, take action against any persons suspected of operating commercial syndicates.

22. However, groups of family members, friends, clubs, or work colleagues are encouraged to participate in the National Lottery. In the event that such a group have won, only one winner will be paid, since a prize may only be paid to one legal entity. Groups should designate one member of the group to receive the prize on behalf of the group.

**Stolen Tickets**

23. ITHUBA will assist any person who reports a winning ticket to be stolen, to any of the National Lottery offices, to claim his/her prize. Providing that the person can provide sufficient information to validate the claim, ITHUBA may, at its discretion, pay the prize to the claimant 365 days after the date of the draw. In the event that the stolen ticket, of which the detail has been reported to ITHUBA, is recovered during this period, ITHUBA will investigate and if required, assist the SAPS or any other appropriate authorities, in determining bona fide ownership of the ticket.

**Damaged Tickets**

24. ITHUBA will assist any person who presents to any of the National Lottery offices, a winning ticket that has been damaged. Providing that the serial number is intact and based on the all possible required information provided by the player, the ticket can be reconstructed and validated by ITHUBA, the prize will be paid.

**PRIZES****PRIZE CLAIM CONDITIONS**

25. All prizes will be paid in accordance with the Game Rules, in South African Rand, to single individuals presenting valid winning tickets, subject to the following conditions:
  - 25.1. No prize will knowingly be paid to any individual under the age of 18, or on behalf of someone else under the age of 18;

25.2. No prize will knowingly be paid to individuals who are precluded by the Lotteries Act 1997 and the Game Rules, from playing National Lottery Games;

25.3. ITHUBA reserves the right to require any claimant of any prize to complete a Prize Claim Form;

25.4. ITHUBA reserves the right to, before paying a prize:

25.4.1. Conduct an investigation to verify the ownership of, or the validity of the ticket;

25.4.2. Photograph claimants of prizes for security purposes;

25.4.3. Conduct additional checks as may be required in respect of any claims for prizes above R50,000.

25.5. All prizes up to R50 are payable in cash at the time of the claim, by all participating Retailers. Retailers may, at their own discretion, pay prizes up to R5,000 in cash;

25.6. Prizes above R5,000 will not be paid in cash;

25.7. Prizes between R2,001 and R49,999.99 are only payable at Authorised Prize Payment Centres. Claimants must complete a Prize Claim Form and provide proof of identity. Claimants of prizes above R5,000, who do not have bank accounts, will be encouraged and assisted to open bank accounts in order to receive their prize cheques. Addresses for Prize Payment Centres may be obtained from participating Retailers, or by contacting the Helpline;

25.8. Prizes over R50,000 must be claimed at any of the National Lottery Regional Offices. Claimants must complete a Prize Claim Form and provide proof of identity. Addresses of the National Lottery Regional Offices are provided at the beginning of the Code. The Helpline will also

assist claimants by making appointments for them at the office of their choice.

25.9. Prizes may be claimed by post by mailing the original winning ticket, with the claimant's name, identity number and signature on the reverse, to the National Lottery. Claimants are advised:

25.9.1. That claims made by post are entirely at the claimants risk;

25.9.2. ITHUBA will not accept proof of postage as proof of receipt;

25.9.3. To retain a photocopy of the winning ticket;

25.9.4. To make use of a secure postal service;

25.9.5. Prizes below/above R50,000 will be paid by Electronic Funds Transfer into the winners' bank account subject to correct FICA documentation being received;

25.9.6. Claimants of prizes above R50,000 will be advised by mail to claim their prizes at a National Lottery office.

**CLAIMING AND PAYMENT OF PRIZES**

Prize Value	Payment Location	Payment Method	Payment Time
Up to R50	All Participating Retailers	Cash	Immediately
Up to R5,000	All Participating Retailers	Cash	Immediately
R2,001 to R49,999.99	National Lottery Authorised Payment Centres	Electronic Funds Transfer (EFT) or Cheque	EFT up to 72 hours or Cheque up to 10 business days
R50,000 and above	National Lottery Regional Offices	Electronic Funds Transfer only	Up to 72 hours

**Prizes Claimed by Post**

26. Prizes of up to R49,999.99 for claimants who have submitted their claims by post, or for subscription players, will be made by Electronic Funds Transfer up to 72 hours.

**Time Limits**

27. On-line Games. Claims for all prizes must be made by no later than 23:00 on the 365<sup>th</sup> day after the date of the draw.
28. EAZiWIN. Claims for all prizes must be made by no later than 23:00 on the 365<sup>th</sup> day after the date of purchase.

**Unclaimed Prizes**

29. ITHUBA will release information regarding unclaimed prizes for each draw within 60 days after the draw. Detail will be available on the website.
30. ITHUBA will, 6 months after the draw, publicise in the media and on the website, the detail of all unclaimed prizes above R500 000 and follow this up with a special campaign 30 days before the expiry of the 365<sup>th</sup> day claim period.
31. Detail regarding unclaimed prizes released to the media and on the website will under no circumstances threaten winners' rights to remain anonymous.

32. In all cases, where details of unclaimed prizes are released, ITHUBA will limit the detail to the prize amounts and the areas where the winning tickets were purchased.

**Disputed Claims**

33. In the event that a Retailer cannot process a claim, the claim will be submitted to the Operator for investigation. The Operator will inform the claimant in writing that the claim is under investigation. The Operator will also inform the claimant in writing of the reasons for a claim found to be invalid. Claims found to be valid, will be paid immediately.

**COMPULSIVE PLAYERS**

34. Certain players may have a compulsive need to play the National Lottery Games. To assist such players in overcoming this need, ITHUBA will make available brochures designed that outline the process of identifying problem gambling as a treatable illness. ITHUBA is committed to assist such players in recognising the problem and, through its well-trained staff and Retailers, direct compulsive players to proper treatment that will help them recover from the problem.
35. ITHUBA's participating Retailers are also trained to recognise compulsive behaviour among players and if such behaviour is identified, to provide information about locally available counselling services. They are also instructed to refrain from selling such players any

further tickets. Participating Retailers are also trained to advise compulsive players about self-exclusion procedures that direct players to voluntarily ban themselves from playing National Lottery Games for a certain period. Such players will also be offered information in respect of gambling support services.

36. Players who experience such a problem are encouraged to contact the Helpline to obtain information about locally available counselling services.

## WINNERS

### Confidentiality

37. ITHUBA and its participating Retailers will under no circumstances reveal the identity of a winner, without first obtaining the written consent by the winner.
38. Payment of small and medium prizes may be performed anonymously. For purposes of validating and paying prizes above R50,000, ITHUBA will record and treat as strictly confidential, the personal detail of winners.

### How to Determine whether a Ticket is a Winning Ticket

39. LOTTO, LOTTO PLUS 1 and LOTTO PLUS 2 draw shows are televised live on Wednesday and Saturday evenings, while the PowerBall and PowerBall PLUS draw shows are televised live on Tuesday and Friday evenings. The winning numbers for each of these draws are immediately captured onto ITHUBA's central system, making it available to Retailers. Players can therefore confirm the winning numbers by visiting any participating Retailer.
40. SPORTSTAKE 8 and SPORTSTAKE 13 game results are captured onto ITHUBA's central system immediately after the end of all fixtures, making it available to Retailers. Players can therefore confirm the winning results by visiting any participating Retailer.
41. DAILY LOTTO and RAFFLE game results are captured onto ITHUBA's central system immediately after the end of each draw, making it available to retailers. Players can therefore confirm the winning numbers by visiting any participating retailer.

42. The results of all the draws or match results, including winning numbers, total tickets sold, number of prizes and prize amounts, will be made available on the website [www.nationallottery.co.za](http://www.nationallottery.co.za) as soon as all the post-draw verification procedures have been completed. These details can also be obtained from the Helpline or by writing to the National Lottery.

43. Retailers will also display National Lottery games posters, which include draw and match results

### Procedure for Winners of Major Prizes

45. Winning a major prize is an exciting experience and ITHUBA will assist those winners who agree to publicity, to enjoy this experience to the maximum and with dignity.
46. When a player realises that he/she has a winning ticket for a major prize, he/she can call the Helpline to confirm that the ticket is indeed a winning ticket.
47. The player will be informed whether the ticket is a winning ticket, and if the player is indeed a winner, an appointment will be arranged at a convenient National Lottery Office. The winner has the option to appoint a legal representative or lawyer by means of a signed authorization if he/she does not wish to receive the prize in person.
48. ITHUBA will contact the winner to offer professional financial counselling made available to winners. If the winner accepts the offer, an appointment is arranged.
49. When the winner visits the National Lottery Office, he/she will meet with the financial advisor for counselling and thereafter receive his/her prize. He/she will be given the option of making the win public or not. If the winner decides on receiving publicity, he/she will be required to sign a consent form, which will authorize the National Lottery to arrange press conferences and other publicity such as



TV appearances, newspaper and magazine articles and the National Lotteries website. The pros and cons of accepting publicity will be explained to the winner by trained and experienced advisors prior to the winner making a decision in this regard. The winner may, at any time, withdraw this consent.

50. If a winner does not want publicity, the details of the prize and winner will remain confidential.

### **Winners Services**

51. ITHUBA realises that, for many winners of large prizes, the experience could be both exciting and overwhelming and therefore offers support by trained and experienced advisors to such winners to ensure that they are well equipped to deal with their newly acquired wealth. This is especially important for winners who do not have the required experience to deal with such large sums of money. ITHUBA will take every care to ensure that winners have the opportunity to be prepared for their winning experience and the under mentioned services are made available to winners to ensure that they enjoy their winnings in the best possible manner.

51.1. Winners of prizes above R50 000: Emotional counselling and written financial and legal advice, free of charge, focusing on investment of winnings banking, and tax.

51.2. Winners of prizes above R500 000: In addition to the above, ITHUBA will also offer, free of charge, a consultation with an investment advisor. Furthermore, ITHUBA will maintain contact with such winners, over the full period of the license, on an informal basis in order to provide advice and support.

51.3. If ITHUBA's well-trained staff are of the opinion that winners of smaller prizes may also benefit from the above mentioned counselling and advice, it will, at its own discretion, offer these services to such winners.

51.4. Additional advisors, also free of charge, will be arranged if ITHUBA is of the opinion that a winner might benefit from such additional services.

52. ITHUBA's advisors will not recommend particular companies, their products or specific types of products.

53. The choice to accept or decline any of these services is entirely that of the winner.

### **ENQUIRIES AND COMPLAINTS**

54. The experience and perception by the general public of the National Lottery is of great importance to ITHUBA and any expression of dissatisfaction will be addressed as a matter of urgency, to correct any wrong perceptions or valid claim of poor service or dissatisfaction. ITHUBA welcomes any comments, complaints, requests, or enquiries, which may be submitted by calling ITHUBA's Helpline, e-mail, or in writing.

55. ITHUBA is committed to dealing with all complaints and enquiries promptly and fully and treats complaints as valuable inputs in the improvement of our service to the public of South Africa. ITHUBA's performance, including its management of complaints and enquiries, is monitored by the National Lotteries Commission against agreed performance standards. Therefore, all complaints are recorded and escalated where required to ensure that satisfactory responses are provided and corrective actions are taken where required.

### **Participating Retailers**

56. ITHUBA's participating Retailers serve as representatives of the National Lottery in the community, as lottery product outlets and information centres. All participating Retailers receive training in the sale of lottery products, providing information about game rules, the payment of prizes and general information about the National Lottery and its operations.



57. In the event that a Retailer cannot provide the information a player requires, the player may call the Helpline or write to the National Lottery by e-mail or post.

#### **Player Helpline**

58. The Helpline is a toll free service available to the public, providing telephonic assistance with enquiries, complaints, requests and suggestions.

Note: normal cellular rates are applicable.

**Number: 0800 484 822**

**Monday to Saturday: 06:00 to 23:00**

**Sunday: 06:00 to 18:00**

59. The Helpline staff is trained to provide assistance and information, in the official languages, regarding the National Lottery and its operations. Telephonic conversations between helpline staff and the public may be recorded for security and quality control purposes.
60. When dialing the National Lottery Helpline, players are presented with a menu from which they can select the appropriate section to ensure that their request for assistance or guidance, or information about the National Lottery, games, or any other lottery-related issue, is handled. Certain selected options, such as draw results, may provide recorded information. ITHUBA's trained staff will answer calls and take the required actions to ensure that all complaints or enquiries are resolved in a satisfactory manner. Furthermore, a structured escalation process will ensure that all enquiries or complaints that cannot be resolved by the Helpline staff, are escalated to the appropriated management levels within ITHUBA.
61. The performance of the Helpline staff is monitored by the National Lotteries Commission, to ensure that calls are answered promptly and the service provided is courteous and efficient.

#### **Post and e-mail**

62. ITHUBA is well-prepared to respond in writing, to all e-mails and written enquiries. As for complaints handled by the Helpline, all enquiries

or complaints that cannot be resolved by ITHUBA's staff, are escalated to the appropriated management levels within ITHUBA. Written enquiries and complaints may be submitted to the National Lottery:

ITHUBA Holdings (RF) Proprietary Limited  
Private Bag X62  
Gallor Manor  
2052  
E-mail: [info@ithubalottery.co.za](mailto:info@ithubalottery.co.za)

63. Detail of all National Lottery offices are included in the section How to Contact the National Lottery, below.

#### **National Lotteries Commission**

64. In the unlikely event that ITHUBA's representatives cannot resolve a complaint satisfactory, a player may contact the National Lotteries Commission, who will impartially review the complaint and ITHUBA's compliance with its obligations in terms of its License, this Participants' Code of Practice, the relevant game rules, or any other requirement.

National Lotteries Commission  
PO Box 1556  
Brooklyn Square  
Pretoria  
0075  
Tel: 012 432 1300

#### **People with Special Needs**

65. People who are differently able, should contact the helpline, or write to the National Lottery, where each request will be managed on an individual basis as far as reasonably possible.

#### **RETAILER SERVICES AND STANDARDS**

66. Only Retailers that comply with ITHUBA's standards, may sell lottery products under agreement with ITHUBA, after the Retailer and his staff have undergone training. Selling of Lottery Products

67. Selling of National Lottery products by participating Retailers includes the following:

- 67.1. Selling of tickets;
- 67.2. Validating tickets; and
- 67.3. Payment of prizes up to the value of R5000.00.

### Available Information

68. Participating Retailers are required to display, or make available the following information:

- 68.1. Game Rules of all National Lottery games, including on-line games and instant games (EaziWin);
- 68.2. Details of all current National Lottery games available at the participating Retailer;
- 68.3. Results board, displaying the following:
  - 68.3.1. Winning numbers and prizes of the most recent LOTTO and PowerBall games; and
  - 68.3.2. Results of the matches included in the SPORTSTAKE 13 games.

69. Participating Retailers will also provide the following:

- 69.1. Play slips for all on-line games;
- 69.2. Leaflets containing information and detail on how to play the National Lottery games;
- 69.3. Printouts of the results and prizes of the most recent game draws; and
- 69.4. This Code of Practice.

70. If a Participating Retailer cannot provide copies of this Code of practice or the game rules. The public may contact the National Lottery with a request to receive a copy by post.

### CRISIS MANAGEMENT

71. ITHUBA is charged, among others, with the responsibility of protecting the reputation and credibility of the National Lottery at all times. This

responsibility is underwritten by service of high quality, state of the art systems, well designed, and tested, procedures and maintenance, all of which ensure continuance of business, even during times of crises.

### General Crisis Management

72. In the event of a crisis, ITHUBA will effectively respond by:

- 72.1. The execution of consistent transparent and honest communication by the designated media spokesperson who will provide a detailed statement to the media, based on verified information to minimise misinterpretation. The statement will provide relevant information concerning the incident and how the National Lottery is responding towards it.
- 72.2. Placing of statements on the Lottery website and daily newspapers, as well as distributing such statements through the social media channels.
- 72.3. Activating the Helpline to deal appropriately with enquiries from the public or participating Retailers about the incident.
- 72.4. Activating the thoroughly informed sales network to respond effectively to the incident.
- 72.5. Providing all participating Retailers with detailed information.

### Individual Crisis

73. Individual players who experience a crisis, may either approach participating Retailers, or contact the Helpline. Retailers will immediately solve simple issues, or with regards to more complicated issues, will request advice and/or assistance from ITHUBA's staff, who are well-trained to examine the issue and respond promptly.



**NATIONAL LOTTERY  
GAMES GENERAL TERMS  
AND CONDITIONS**

## NATIONAL LOTTERY GAMES GENERAL TERMS AND CONDITIONS

In addition to the words defined in the specific Game Rules and Regulations this general section applies to all National Lottery Games.

### 1.0 Glossary

In addition to those terms and conditions defined in the particular Game Rules, the following words and terms, shall have the following meanings:

#### ‘Barcode’

An optical machine-readable representation of data relating to the object to which it is attached systematically representing data by varying the widths and spacing of parallel lines.

#### ‘Claimant’

A person who submits a claim for a Prize within the applicable Claim Period for a particular Game.

#### ‘Claim Period’

A period of 365 days from the date of the Draw of that Game or at the date of purchase of Receipt for an EAZiWIN Game (as the case may be for that particular Game) in which the Prize was won.

#### ‘Control Number’

Any technical sales information that is included on an Entry.

#### ‘Draw Procedures’

The draw procedures to which any Draw shall be subject to, as determined by ITHUBA from time to time.

#### ‘Internal Verification System’ (‘IVS’)

The standalone independent verification system on which the weekly winners report is generated using all valid Entries for a specified Draw from the Central Computer System.

#### ‘Player’s Helpline’

The National Lottery call centre that offers customer

service to Participants. This service is available via a toll free number, being 0800 ITHUBA (0800 484 822).

#### ‘Prize Claim Form’

The printed form issued by ITHUBA, which a Participant is required to complete to be eligible to claim certain Prize/s.

#### ‘Prize Claim Notice’

A notice of a Prize claim submitted in writing to ITHUBA.

#### ‘Retailer Helpline’

The National Lottery call centre that offers customer service to Retailers. This service is available via a shared call, being 0860 456 886.

#### ‘Serial Number’

The unique number assigned by ITHUBA’s Central Computer System and printed on a Ticket/Receipt which, subject to the particular Game Rules, provides for the verification of the Ticket as a Valid Winning Ticket or otherwise. The serial number may be in the form of digits, a Barcode or any other form.

#### ‘Ticket’

A National Lottery ticket, or valid Receipt evidencing an Entry into the relevant Draw or Game that a Participant obtains from either a Retailer through a Terminal or a Receipt obtained from purchasing via Alternate Sales Channel, subsequent to playing any of the National Lottery Games, as applicable. ‘Receipt’ shall be the same corresponding meaning to ‘Ticket’, depending on the Game played.

#### ‘Winning Numbers’

The numbers used to determine the winning Entries for a Draw.

## 2.0 Playing the National Lottery Games

### A. How to play

No Participant or Retailer shall enter into any special agreement for an Entry in the Draw outside the

method of Entry as determined by ITHUBA from time to time. Methods on how to play the National Lottery Games are stated in the particular Game Rules. All National Lottery Game material (i.e. Game Rules and Regulations, Terms and Conditions, Draw Procedures, Bet Slip, Ticket, POS, etc.) shall be in English, unless otherwise determined by ITHUBA from time to time.

#### **B. Cancellation of a National Lottery Ticket**

- i. Except as otherwise dealt with in the particular Game Rules, a Ticket may be cancelled if it:
  1. has been issued in error; or
  2. is illegible; or
  3. is incomplete.
- ii. A Ticket falling within the terms of paragraph (B)(i) above may only be cancelled if it is returned to any National Lottery Terminal within 2 hours of the time when it was purchased. In the event that the Terminal cannot read the Ticket, the Retailer may call the Retailer Helpline for further assistance. On cancellation of a Ticket the Participant will receive a refund and may purchase a new Ticket.
- iii. Tickets purchased from mobi, SMS, USSD and Site shall not be cancellable.

#### **C. Participant's responsibility for the National Lottery Ticket**

- i. It shall be the sole responsibility of the Participant to ensure that at the time of purchase, a valid Ticket is issued to him/her.
- ii. Except for the RAFFLE Game, a Participant must verify at the time of the issuance of such Ticket that the numbers selected by the Participant correspond with the numbers that appear on the Ticket. The Participant must ensure that a legible Control Number (including, if any, a clear Barcode) appears on the Ticket. Neither ITHUBA nor any authorised Retailer will

be responsible for any loss of whatever nature suffered or incurred by any person as a result of any such details and information as aforesaid not appearing on a Ticket or being incorrect or as a result of an illegible Control Number and/or Barcode not appearing on the Ticket.

- iii. It shall be the sole responsibility of the Participant to verify at the time of purchase that the details and the price paid recorded on the Ticket are correct in terms of the Selection(s), number of Board(s), Draw date(s), and number of Draw(s) (whichever is applicable for the Game) correspond with those marked on the Bet Slip or otherwise specified in the Receipt (depending on the Game played), and that a Serial Number and Barcode appear on the Ticket.
- iv. The Participant shall be responsible for the safe custody of any National Lottery Ticket. Failure to produce a Valid Winning Ticket on claiming a Prize may result in ITHUBA's refusal to pay the Prize.
- v. It is the Participant's responsibility to ensure that all the details as shown on the relevant electronic page (Internet or cellphone) are correct before confirming the purchase of any National Lottery Game Ticket. It is the Participant's responsibility to check and ensure that his/her Game Ticket has been entered into the selected Draw. A Participant should ensure the above, in particular in the event where the Participant fails to receive a confirmatory SMS. If no valid Ticket is received, then the Entry into that Draw is not valid.

#### **D. Fraudulent / Suspected Fraudulent Tickets, stolen, damaged or torn Tickets**

- i. ITHUBA will assist a Participant who reports a Valid Winning Ticket to be stolen, damaged or torn, provided that the Participant can provide sufficient information and/or evidence to validate their claim.
- ii. In the event that the stolen Ticket, of which the detail has been reported to ITHUBA,

is recovered during the Claim Period, ITHUBA will investigate the claim in determining a bona fide ownership of the Ticket.

- iii. At the sole and absolute discretion of ITHUBA, under no circumstance can lost, suspected stolen, damaged, forged or torn Ticket be paid out without approval from ITHUBA. Approval on such Ticket will require various details to be confirmed, including a full incident report and details relating to the Claimant / winner information and the Ticket.

#### **E. Draws**

Further to ITHUBA's Game Rules (as may be applicable for that particular Game):

- i. ITHUBA will determine the time, frequency, date and method of the Draws for the National Lottery Games.
- ii. Games that have Draws being conducted, the Winning Numbers will be deemed to be those drawn when a ball rests in the display section at the front of the drawing machine during the Draw.
- iii. Depending on the Game played, the Winning Numbers can be those drawn using a Random Number Generator.
- iv. All Draws will be conducted in accordance with the particular Game Draw Rules and Procedures in the presence of an independent auditor.
- v. The Winning Numbers of the Draw shall be those drawn and as recorded in writing by an independent auditor. In the event of any discrepancy, the Winning Numbers shall be those drawn and contained on a video recording of the particular Draw and confirmed/verified by an independent

auditor.

- vi. In the event of any Draw being declared invalid, in accordance with the Draw Procedures applicable to it, another Draw will be conducted to determine the Winning Numbers in accordance with such Draw Procedures.
- vii. In the event that any Draw is interrupted due to equipment failure or for any other reason, the Draw will be completed in accordance with the applicable Draw Procedures for that Game.
- viii. In the event that the Draw cannot take place on the date or at the time fixed, it shall take place as soon as reasonably practicable thereafter as per the particular Game Draw Procedures.
- ix. Only ITHUBA's official results of the Draw will be taken into account in determining Prize payments.
- x. ITHUBA shall have no obligation to make any payment against an incorrectly announced or displayed number/s at a Draw. In any event, correct Winning Number/s shall be those as referred to in paragraph E (iv) above. In this regard, all errors and omissions are excepted by ITHUBA.

#### **F. Dissemination of Winning Numbers Information**

The results of each Draw will be made available at Retailer outlets and on the Site as soon as practicable after each Draw. Results will be issued by ITHUBA to the National media and may also be published in such other manner as ITHUBA may from time to time determine. In the event of any discrepancy in any media or form, the Winning Numbers shall be those drawn and contained on a video recording of the Draw as confirmed/verified by an independent auditor. ITHUBA shall have no obligation to make any payment against an incorrectly published Winning Number/s by



any person or entity, in any media or form. In any event, correct Winning Number/s shall be those as referred to in paragraph E (iv) above. In this regard, all errors and omissions are excepted by ITHUBA.

#### **G. Participant's Privacy Policy**

- i. Where applicable, no prior written consent is required from the Participant to use their name and picture in public communications and the Participant automatically waives his/her right to privacy.
- ii. The Prize/s are not transferable or exchangeable and no substitution or cash redemption of Prizes is permitted. The Prize will not be handed or awarded to a third party, unless otherwise determined by ITHUBA. Prizes will only be paid to the verified Prize winner according to ITHUBA's Ticket Validation Requirements, unless otherwise determined by ITHUBA from time to time.

#### **H. Prize Claim Period**

- i. For all the National Lottery Games, Prizes must be claimed within the ordinary hours of business of the relevant establishment authorized to pay Prizes, but in any event before the end of the Claim Period. Any such Prize not so claimed within the Claim Period will be forfeited. In any event, each Prize must be claimed within 365 days from the date of the Draw.
- ii. For the EAZiWIN Game, Prizes must be claimed no later than 23:00 hours on the 365<sup>th</sup> day after the date of purchase of the particular Game. Any such Prize not claimed within this period will be forfeited.
- iii. A prize of R49,999.99 or less may be claimed, entirely at the Claimant's risk, by posting the Winning Ticket together with a complete Claim Form (together with the submission of

the required documents) to the National Lottery Office at the address shown on the Claim Form. The Ticket shall contain the name and the address of the Claimant on the reverse side.

#### **I. Purchase and Prize Restrictions**

- i. There shall be no general right for any person to purchase a Ticket. In particular, but without limitation, no Ticket may be purchased by or Prize paid to:
  1. Any Minor whether acting on his/her own or on behalf of another person.
  2. Board of Directors of ITHUBA.
  3. Board of Directors of the National Lotteries Commission and members of their immediate families, as per the Lotteries Act No. 57 of 1997 (as amended).
  4. Any person precluded as such by law.
  5. Such other persons or category of persons as ITHUBA, NLC and the Minister may determine from time to time.
- ii. If, notwithstanding I (i) above, a Prize is paid to a person in one of the groups set out in that Rule, such Prize shall be repayable by that person to ITHUBA immediately upon demand. ITHUBA or any Retailer, in its sole discretion, may refuse to sell Tickets to any person or persons without giving reasons. This may include circumstances in which, in its view, that person or persons are playing in a manner, which ITHUBA or the Retailer deems to be interfering with other Participant's reasonable access to that Game.
- iii. The Participant is responsible for claiming the full value of the Prize to which he/she is entitled to within the Claim Period.
- iv. The Participant's eligibility to win a Prize is subject to that particular Game's claim Ticket Validation Requirements being met, in force from time to time.

- v. The holder of a Winning Selection may win in only one Prize category per Entry in connection with the Winning Numbers drawn in each Draw and shall be entitled only to the Prize for the highest Prize category won by those numbers in each Draw (regardless of the actual Prize value).
- vi. Participants are only allowed to win once per Board completed.
- vii. Save as provided for herein, the right of any person to a Prize shall not be assignable.
- viii. Under no circumstances shall any Prize be payable by way of goods or services in lieu of cash or electronic transfer.

**J. Use of Prize Claim Forms and Payment to Prize Winners in Person**

- i. All Prizes will be paid in accordance with ITHUBA's Prize Payout Procedures in force from time to time.
- ii. A Prize Claim Form must be completed by a Claimant who has won a Prize of R50,000 or greater.
- iii. Cash prizes of up to R50, are payable by all Retailers. All participating Retailers have the discretion to pay up to R5,000 in cash; alternatively Claimants can proceed to another Retailer.
- iv. Prize claims between R2,001-R49,999.99 are only payable at an authorized Prize Payment Centre (addresses are available from any Retailer or via Players' Helpline) and Claimants must complete a Prize Claim Form (together with the submission of the required documents) and provide proof of identity.
- v. Prizes over R50 000 can only be paid in person

to the Claimant or a duly authorized representative at a National Lottery Office after completion of a Claim Form (together with the submission of the required documents) and an identity check being conducted.

- vi. Participants holding a Valid Winning Ticket for a Prize exceeding R50 000 may also revert to a telephone number identified by ITHUBA or to a Retailer and shall be advised of the appropriate method to receive a Prize Claim Form.
- vii. ITHUBA reserves the right, at its sole and absolute discretion, to require the completion of a Prize Claim Form in any other case.
- viii. A Prize Claim Form must be completed in the name of one owner and must in all cases be accompanied by a Valid Winning Ticket.
- ix. All Prize Claim Forms shall be completed and signed by the owner of the relevant Valid Winning Ticket or by his/her duly authorised representative.
- x. ITHUBA may refuse to process any payment if the relevant Prize Claim Form is incomplete or defective in any way.
- xi. If a Claimant is unable to complete a Prize Claim Form due to legal, physical, or other disability, a duly authorized representative of the Claimant shall complete and sign a Prize Claim Form on their behalf. The Prize Claim Form must state the name of the Claimant and the representative and describe the status of the signatory, if not the Claimant. ITHUBA reserves the right to request evidence of the capacity of a representative to claim on behalf of a Claimant.
- xii. If the person signing the Claim Form is a personal representative of the estate of a deceased Participant, that person shall



submit with the Claim Form and such documentation as ITHUBA shall, in its sole and absolute discretion, deem necessary and/or sufficient to properly establish such representative's entitlement to receive the relevant Prize.

- xiii. In the event that a single Ticket contains multiple winning plays, each from separate Selections, the total Prize amount shall be paid in accordance with the Prize payment arrangement specified in paragraph I (vi) above.
- xiv. Payment of the Prize to the person shown on the Prize Claim Form as the Claimant or his/her duly authorized representative shall fully and effectively discharge ITHUBA, its officers, directors, employees, representatives, contractors and any person, firm authorized by ITHUBA to pay Draw Prizes, from any further liability for payment of that Prize.
- xv. A person who signs a Prize Claim Form shall be deemed to have represented that they are lawfully entitled to the Prize and the information contained therein is accurate, true, correct and complete, and indemnifies ITHUBA against any costs, losses, damages and expenses which ITHUBA may suffer or incur with respect to the Entry or payment of the Prize as a result of any misrepresentation.
- xvi. In the event of any inconsistency in the information submitted on the Prize Claim Form and/or shown on the Ticket, or for any other reason at its complete discretion, ITHUBA may investigate and withhold all winnings which may be due to the Claimant (or may make a payment into court, as the case may be) until such time as the Claimant satisfies ITHUBA that s/he is the proper person to whom the Prize should be paid.

#### **K. Ticket Validation Requirements**

- i. An original/valid Ticket shall be the only valid proof for participation in the National Lottery Games and shall be the only valid instrument for claiming a Prize.
- ii. Before a Prize may be paid on any National Lottery Ticket, it must first be validated according to ITHUBA's validation procedures. ITHUBA's decision as to whether or not the National Lottery Ticket is valid shall be final and binding.
- iii. ITHUBA shall be entitled to declare a National Lottery Ticket invalid, and accordingly shall not authorise payment of any Prize, if:
  - 1. The National Lottery Ticket in whole or in part or fails to pass ITHUBA's confidential Ticket Validation Requirements and/or security tests.
  - 2. The Control Number of an apparent winning National Lottery Ticket does not appear on ITHUBA's official list of Control Numbers of the winning Ticket.
  - 3. A Valid Winning Ticket with that Control Number has been paid previously.
  - 4. The Ticket (or Playcard) does not appear on ITHUBA's list of the National Lottery Tickets issued for Entry to the particular Game, as kept on the Central Computer System.
  - 5. The National Lottery Ticket is mutilated, altered, unreadable, incomplete or tampered with in any manner.
  - 6. The National Lottery Ticket was not sold or issued in an authorised manner.

- iv. In any of the above cases, the Participant will be required to file a Claim Form with ITHUBA.
- v. A Claimant shall be entitled to claim only the highest tier of Prize for which the validated Ticket is eligible and not any lesser Prize category or any otherwise unclaimed Prize in the particular Draw or Prize Pool.

### **3.0 Liability**

- i. Neither ITHUBA nor any Retailer shall be responsible or liable to any person claiming any cost, including but not limited to interest, telephone or travel costs, of whatever nature on a Ticket.

ITHUBA shall not be liable to pay interest on any winnings in respect of any period during which security or other relevant checks or enquiries are in process regarding any Ticket presented for payment by a Claimant, or during any period in which a dispute relating to the validity of a Ticket or a claim has not been resolved.

- ii. In the event that ITHUBA, in its absolute and sole discretion, believes that the bearer of a Ticket presented for payment or a person whose name, Identity number or address has been entered on the reverse side of the winning Ticket or who has completed a Claim Form is not the rightful owner thereof or lawfully entitled thereto, it shall be entitled to withhold payment of any Prize winnings for a period of up to 365 days after the relevant Draw or purchase date, pending the outcome of all appropriate checks and enquiries being conducted. ITHUBA's decision will be final and binding.

- iii. ITHUBA shall not be liable to make payments of any Prize on a Ticket, which it knows or suspects has been resold or otherwise transferred by way of trade.
- iv. In no event shall ITHUBA or Retailer be liable for indirect, special or consequential loss or damage.
- v. The singular includes the plural, as the context may require.

### **4.0 Dispute Resolution**

ITHUBA's decision as to whether or not a Ticket is a Valid Winning Ticket or in respect of any other matter or dispute arising from the payment or awarding or non-payment or non-awarding of Prizes shall be final and binding upon all Participants and any other person or persons having any interest in the matter or dispute.

### **5.0 Governing Law**

All contents herein contained herein shall be governed by and construed in all respects in accordance with the laws of the Republic of South Africa and the all parties to which the Rules applies hereby submit to the exclusive jurisdiction of the Courts of the Republic of South Africa.



## **GAME RULES AND REGULATIONS**



LOTTO



LOTTO  
PLUS 1



LOTTO  
PLUS 2

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# RULES AND REGULATIONS

## 1. ABOUT LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2

### 1.1 The following are the essential Game features for LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2

1.1.1 The National Lottery Game in which the Participant selects, or has the Lottery Processing System randomly assign six (6) numbers from a grid of 1 through 52, inclusive, shall be called "LOTTO" and all the National Lottery Tickets issued for this Game shall be clearly identified with the name of the Game and the date(s) of the drawing(s) for which they are issued.

1.1.2 The cost of each LOTTO Board Game will be R5 inclusive of VAT.

1.1.3 The cost of LOTTO PLUS 1 will be at an additional cost of R2.50 inclusive of VAT.

1.1.4 The cost of LOTTO PLUS 2 will be at an additional cost of R2.50 inclusive of VAT.

1.1.5 The total numbers to be selected per Entry shall be 6.

1.1.6 The maximum price for a Bet is limited to R2,000.00 per Participant.

1.1.7 The Participant of LOTTO/LOTTO PLUS 1/LOTTO PLUS 2 Game can choose the 6 numbers in different ways, namely:

1.1.7.1 Select his/her own numbers on the Bet Slip; and/or

1.1.7.2 By choosing "Quick Pick" on the Bet Slip or by requesting it from the Retailer; and/or

1.1.7.3 By indicating in person to a Retailer the requested numbers to be entered manually into the Terminal by the Retailer.

1.2 If the Entry is rejected by the Terminal or Site, there is no valid Entry.

1.3 If the Entry is not submitted on the online play with a confirmation SMS and a Ticket / Receipt number, the Entry shall not be valid.

## 2. STATUS OF THESE RULES

2.1 These Rules are for the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Games, which constitute the contractual rights and obligations of ITHUBA to Participants, as may be amended from time to time.

2.2 In the event of a discrepancy or inconsistency between these Rules and the conditions and/or explanations being advised during a purchase, these Rules shall take precedence.

## LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 PROCEDURES AND DESCRIPTIONS

## 3. PLAYING THE LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 GAME

3.1 ITHUBA will make the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game available for sale to the public at such cost stipulated under paragraphs 1.1.2, 1.1.3 and 1.1.4 or as ITHUBA may from time to time determine.

3.1.1 In order to Play LOTTO PLUS 1, the Participant must play the LOTTO Game first.

3.1.2 In order to Play LOTTO PLUS 2, the Participant must play the LOTTO and LOTTO PLUS 1 Game first.

3.2 The Participant may participate in the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game by:

3.2.1 Presenting a completed Bet Slip to a Retailer. On any one Bet Slip, a Participant may make a Selection from a minimum of one Board and a maximum of the number of Boards included on the Bet Slip. Each Selection is made by manually

marking 6 (six) numbers within one Entry per Board or by manually marking the Quick Pick box on the Bet Slip. The completed Bet Slip is processed through the Terminal, which will issue the Ticket recording each Selection marked on the Bet Slip;

3.2.2 Entering a Selection of 6 numbers between 1 and 52 per Board on the online play or selecting a Quick Pick online;

3.2.3 Sending a Selection of 6 numbers between 1 and 52 through an SMS play or selecting a Quick Pick via SMS;

3.2.4 Playing a Quick Pick Selection through USSD play;

3.2.5 Indicating in person to a Retailer the requested digits or numbers to be entered manually into the Terminal by the Retailer;

3.2.6 Requesting a number Selection to be made on a random basis by the Lottery Processing System through a Quick Pick;

3.2.7 Selecting random set of 6 (six) numbers through any Alternate Sales Channel where a Participant can purchase an Entry into the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game, the Participant will be issued with a valid Ticket or a Receipt, whichever is applicable through the different platforms of purchasing the National Lottery Game.

## 4. DRAWS

4.1 The LOTTO, LOTTO PLUS 1 and LOTTO PLUS 2 Draws will take place on the night of the Draw day (i.e. Wednesday and Saturday) or such other days, from time to time, as may be specified by ITHUBA. The three Draws shall take place consecutively – LOTTO Draw first followed by the LOTTO PLUS 1 & LOTTO PLUS 2 Draw.

4.2 Each Draw will select Winning Numbers with the aid of drawing equipment used by ITHUBA.

4.3 In each Draw, seven (7) balls will be drawn at random from a drawing machine containing fifty two (52) balls numbered 1 to 52.

4.4 The first six (6) numbers drawn are the main numbers and the seventh number drawn is the bonus number.

## 5. LOTTO WINNING SELECTIONS

5.1 A Participant who, in respect of any Selection, has three or more numbers which match the Winning Numbers drawn will be entitled to a Prize in the highest prize category to which those numbers relate.

5.2 Prize Division 8 - Match 2 + Bonus

Means that the Participant has correctly matched two numbers in any one Selection from the six drawn numbers and the bonus number. The appropriate Prize category is called MATCH TWO OF SIX NUMBERS PLUS BONUS ("MATCH TWO + BONUS").

5.3 Prize Division 7 - Match 3

Means that the Participant has correctly matched three numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH 3 OF 6 NUMBERS ("MATCH THREE").

5.4 Prize Division 6 – Match 3 + Bonus

Means that the Participant has correctly matched three numbers in any one Selection from the six drawn numbers and the bonus number. The appropriate Prize category is called MATCH THREE OF SIX NUMBERS PLUS BONUS ("MATCH THREE + BONUS").

5.5 Prize Division 5 – Match 4

Means that the Participant has correctly matched four numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH FOUR OF SIX NUMBERS ("MATCH FOUR").

#### 5.6 Prize Division 4 – Match 4 + Bonus

Means that the Participant has correctly matched four numbers in any one Selection from the six drawn numbers and the bonus number.

The appropriate Prize category is called MATCH FOUR OF SIX NUMBERS PLUS BONUS (“MATCH FOUR + BONUS”).

#### 5.7 Prize Division 3 – Match 5

Means that the Participant has correctly matched five numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH FIVE OF SIX NUMBERS (“MATCH FIVE”).

#### 5.8 Prize Division 2 – Match 5 + Bonus

Means that the Participant has correctly matched five numbers in any one Selection from the six drawn numbers and the bonus number. The appropriate Prize category is called MATCH FIVE OF SIX NUMBERS PLUS BONUS (“MATCH FIVE + BONUS”).

#### 5.9 Prize Division 1 – Match 6

Means that the Participant has correctly matched six numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH SIX OF SIX MAIN NUMBERS (“MATCH”).

### 6. LOTTO PLUS 1 & LOTTO PLUS 2 WINNING SELECTIONS

6.1 Subject to the provisions of these Rules, a Participant who, in respect of any Selection, has three or more numbers which match the Winning Numbers drawn will be entitled to a Prize in the highest Prize category to which those numbers relate.

#### 6.2 Prize Division 8 - Match 2 + Bonus

Means that the Participant has correctly matched two numbers in any one Selection from the six drawn numbers and the bonus number. The appropriate Prize category is called MATCH 2 OF 6 NUMBERS PLUS BONUS (“MATCH TWO + BONUS”).

#### 6.3 Prize Division 7 - Match 3

Means that the Participant has correctly matched three numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH 3 OF 6 NUMBERS (“MATCH THREE”).

#### 6.4 Prize Division 6 – Match 3 + Bonus

Means that the Participant has correctly matched three numbers in any one Selection from the six drawn numbers and the bonus number. The appropriate Prize category is called MATCH THREE OF SIX NUMBERS PLUS BONUS (“MATCH THREE + BONUS”).

#### 6.5 Prize Division 5 – Match 4

Means that the Participant has correctly matched four numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH FOUR OF SIX NUMBERS (“MATCH FOUR”).

#### 6.6 Prize Division 4 – Match 4 + Bonus

Means that the Participant has correctly matched four numbers in any one Selection from the six drawn numbers and the bonus number. The appropriate Prize category is called MATCH FOUR OF SIX NUMBERS PLUS BONUS (“MATCH FOUR + BONUS”).

#### 6.7 Prize Division 3 – Match 5

Means that the Participant has correctly matched five numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH FIVE OF SIX NUMBERS (“MATCH FIVE”).

#### 6.8 Prize Division 2 – Match 5 + Bonus

Means that the Participant has correctly matched five numbers in any one Selection from the six drawn numbers and the bonus number. The appropriate Prize category is called MATCH FIVE OF SIX NUMBERS PLUS BONUS (“MATCH FIVE + BONUS”).

#### 6.9 Prize Division 1 – Match 6

Means that the Participant has correctly matched six numbers in any one Selection from the six drawn numbers. The appropriate Prize category is called MATCH SIX OF SIX MAIN NUMBERS (“MATCH 6”).



**7. PRIZE POOLS - LOTTO**

- 7.1 Subject to rounding down, the amount allocated by ITHUBA to the Pool Fund for payment of Prize(s) for a Draw shall be a percentage of the net sales of Entries made into that Draw or such larger amount as shall be determined by ITHUBA in its sole and absolute discretion, from time to time as detailed under paragraph 9.
- 7.2 The guaranteed winnings for Division 7 will be fixed at R50.
- 7.3 The guaranteed winnings for Division 8 will be fixed at R20.
- 7.4 The allocation of the Pool Fund to each of the remaining Prize categories shall be in accordance with the following provisions:
- 7.4.1 In the unlikely event that there are no winners in Division 1, then the Prize Pool for this Division shall be rolled over to the next Draw's corresponding Division.
- 7.4.2 In the unlikely event that there are no winners in Division 2-6, then the Prize Pool rolls down to the lower Division.
- 7.4.3 In the unlikely event that there are no winners in Division 7, then the Prize Pool rolls over to Division 1 of the next Draw.
- 7.4.4 In the unlikely event that there are no winners in Division 8, then the Prize Pool rolls over to Division 1 of the next Draw.
- 7.5 Share amounts shall be rounded to the nearest 10 cents as follows: E.g. R1.55 shall be R1.60; R1.54 shall be R1.50.
- 7.6 Breakage from any LOTTO Division, rolls over to the same Division in the next Draw.

**8. PRIZE POOLS - LOTTO PLUS 1 & LOTTO PLUS 2**

- 8.1 Subject to rounding down, the amount allocated by ITHUBA to the Pool Fund for payment of Prize(s) for a Draw shall be a percentage of the net sales of Entries made into that Draw or such larger amount as shall be determined by ITHUBA in its sole and absolute discretion, from time to time as detailed under paragraph 9.
- 8.2 The guaranteed winnings for Division 7 will be fixed at R25.
- 8.3 The guaranteed winnings for Division 8 will be fixed at R15.
- 8.4 The allocation of the Pool Fund to each of the remaining Prize categories shall be in accordance with the following provisions:
- 8.4.1 In the unlikely event that there are no winners in Division 1, then the Prize Pool for this Division shall be rolled over to the next Draw's corresponding Division.
- 8.4.2 In the unlikely event that there are no winners in Division 2-6, then the Prize Pool rolls down to the lower Division, e.g. Division 2 to Division 3.
- 8.4.3 In the unlikely event that there are no winners in Division 7, then the Prize Pool rolls over to Division 1 of the next Draw.
- 8.4.4 Fixed prizes are calculated prior to pari-mutuel division calculations. Hence if there are no fixed prize winners, then the pari-mutuel prizes are calculated accordingly.
- 8.5 Share amounts shall be rounded to the nearest 10 cents as follows: E.g. R1.55 shall be R1.60; R1.54 shall be R1.50. Breakage from any LOTTO PLUS 1 & LOTTO PLUS 2 Division, rolls over to the same Division in the next Draw.

## 9. LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 - APPROXIMATE ODDS OF WINNING AND PRIZE STRUCTURE

9.1 The following tables set forth the probability of winning and the allocation of the Pool Fund for LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Games:

LOTTO		
Prize Division	Approximate Odds of winning per Entry	Pool Fund
1	20,358,520	73.0%
2	3,393,087	2.3%
3	75,402	4.0%
4	30,161	5.0%
5	1,371	8.4%
6	1,028	7.3%
7	72	R50 Fixed
8	96	R20 Fixed

LOTTO PLUS 1 & LOTTO PLUS 2		
Prize Division	Approximate Odds of winning per Entry	Pool Fund
1	20,358,520	53.0%
2	3,393,087	8.1%
3	75,402	5.4%
4	30,161	6.7%
5	1,371	13.4%
6	1,028	13.4%
7	72	R25 - Fixed
8	96	R15 - Fixed

## 10. GLOSSARY

10.1 The following words and terms, whenever they appear in these Rules, shall have the following meanings, unless the context clearly indicates otherwise:

### **Alternate Channel**

The point of sale other than the Terminal where a Participant can purchase an Entry into the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game. The Participant will be issued with a valid Ticket. Other point of sale include the National Lottery Site, In-lane (at selected Retailer outlet), handheld devices, ATM's, Mobile Application, Mobile Phones, USSD and any other additional channels from time to time.

### **Bet Slip**

A preformatted form bearing the numbers from which a Participant can make his/her Selection to make an Entry into the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game.

### **Board**

Means the selection of numbers on the Bet Slip for a National Lottery Game as per these Rules.

### **Breakage**

The remaining funds in a Division after allocating rounded off winnings.

### **Central Computer System**

The computer system/s used by ITHUBA to operate the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game.

### **Constituent Lottery**

Any Lottery conducted by ITHUBA that forms part of the National Lottery.

### **Division**

The tiers within which a Participant may win a Prize according to the defined matching criteria set forth in the relevant Prize division.

***Draw***

The process which culminates in the Selection of a set of randomly selected winning Tickets by the Random Number Generator for the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game.

***Entry***

A transaction by which a Participant's entry into the LOTTO, LOTTO PLUS 1 & LOTTO PLUS Game/s has been recorded as an Entry on the Central Computer System. The Terminal allows multiple Entries.

***Game***

The games of LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 as detailed in these Rules, which shall include any game, scheme, arrangement, system, plan, promotional competition or device which comprises a Constituent Lottery.

***ITHUBA Holdings (RF) Proprietary Limited***

The third National Lottery Operator licensed under the Lotteries Act No. 57 of 1997, as amended, to operate, conduct and promote the National Lottery and Constituent Lottery Games in South Africa.

***Lottery Processing System***

The transaction processing system that controls the operation of the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Games consisting of the Central Computer System and the Terminals.

***LOTTO***

LOTTO™ is an on-line Game utilising a computerised Terminal to record Selections and also to validate Prize claims

***LOTTO PLUS***

LOTTO PLUS™ is an extension of the LOTTO Game. It gives a second chance to win in the LOTTO Game at an additional cost. LOTTO PLUS 1 & LOTTO PLUS 2 can only be played when playing LOTTO and the Game Boards entered for LOTTO PLUS 1 & LOTTO PLUS 2 must be the same as the LOTTO Boards played.

***National Lottery***

The National Lottery Games licensed to ITHUBA to operate in South Africa.

***Participant***

A member of the public (a player) over the age of 18 who purchases or otherwise acquires a LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Ticket.

***Pool***

The amount allocated to each Prize category.

***Pool Fund***

The remaining Prize Fund that will be allocated to Division 1 to 6 in the LOTTO, LOTTO PLUS 1 and LOTTO PLUS 2 Game.

***Prize***

A Prize won by a Participant in the LOTTO, LOTTO PLUS 1 or LOTTO PLUS 2 Games. The Prizes are guaranteed or Pari-Mutuels Prizes.

***Prize Fund***

Shall be a percentage of the net sales of Entries into that Draw or such larger amount as shall be determined by ITHUBA, in its sole and absolute discretion, from time to time allocated to the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game/s.

***Prize Structure***

The number, value and odds of winning Prizes for the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game as determined by ITHUBA from time to time.

***Quick Pick***

A system function to support the Participant in the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game wherein a set of numbers are selected on a random basis by the Lottery Processing System on behalf of the Participant. This can be requested directly from the Retailer or selected on the Participant's Bet Slip.

### **Receipt**

A National Lottery receipt issued through a Retailer by the Terminal (or Alternate Sales Channel) to a Participant which records a Participant's Entry or Entries into the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Game and such other information as may be determined by ITHUBA from time to time.

### **Retailer**

Any person, firm or entity authorised by ITHUBA to sell LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Entries and/or to pay certain Prizes in respect of a Valid Winning Ticket of the LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 Games.

### **Rules**

These Game rules and regulations for LOTTO, LOTTO PLUS 1 & LOTTO PLUS 2 as detailed herein, and as may be amended from time to time.

### **Selection**

One set of six numbers chosen by a Participant within one Entry on a Board or one set of six numbers resulting from Quick Pick or one set of six numbers chosen by a Participant which may be keyed in manually by a Retailer and which is recorded on a Ticket issued in accordance with these Rules.

### **Serial Number**

The unique number assigned by ITHUBA's 'Central Computer System' and printed on a Ticket which, subject to these Rules, provides for the verification of the Ticket as a Valid Winning Ticket or otherwise. The Serial Number may be in the form of digits, a bar code or any other form.

### **Site**

The website of the National Lottery;  
[www.nationallottery.co.za](http://www.nationallottery.co.za)

### **SMS**

A method used to confirm numbers played online and also the value of winnings post Draws of the numbers played. An SMS may also be used as a method of playing a Selection of numbers d/or Quick Pick. SMS number to play is 37070.

### **Terminal**

The point of sale terminals with an on-line connection to the Central Computer System and which shall be used for the issuance of valid Ticket/s and for the validation of Valid Winning Ticket/s.

### **Ticket**

Ticket issued by a Terminal and sold by an authorised Retailer in an authorised manner or sold via Alternate Channel/s that indicates the unique number that will serve as evidence for Prize claim.

### **Ticket Validation Requirements**

ITHUBA's validation requirements for Ticket/s representing winning numbers for that specific Draw.

### **Valid Winning Ticket**

A winning LOTTO, LOTTO PLUS 1 and LOTTO PLUS 2 Ticket which meets all ITHUBA's LOTTO, LOTTO PLUS 1 and LOTTO PLUS 2 Ticket Validation Requirements, from time to time.

### **VAT**

Value Added Tax levied in terms of the VAT Act No. 89 of 1991, as amended.

### **Winning Selection**

A Selection which entitles a Participant to a Prize in the category applicable to the randomly selected winning number/s.



**PowerBall**



**PowerBall  
PLUS**

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## **RULES AND REGULATIONS**



## 1. About the PowerBall and PowerBall PLUS Games

The following are the essential features of the PowerBall and PowerBall PLUS Games as approved by the National Lotteries Commission (“NLC”).

1.1 The Lottery game in which the Participant selects, or has the Lottery Processing System randomly assigns 5 numbers from a grid of 50 numbers (1 to 50) combined with another single number from a grid of 20 numbers (1 to 20), which together constitute a single Game Board on an approved entry mechanism, e.g. a PowerBall Entry.

1.2 The cost of each PowerBall board game will be R5.00 inclusive of VAT.

1.3 The cost of each PowerBall PLUS board game will be R2.50 inclusive of VAT.

1.4 The PowerBall and PowerBall PLUS Draws will take place on the night of the draw day (i.e. Tuesday and Friday) or as otherwise advised.

1.5 PowerBall and PowerBall PLUS Receipts will be sold every day during the normal business hours of the retailers authorised to sell the Receipts. The sale period for any given lottery date will terminate on the date of the drawing at a time to be determined by the Chief Executive Officer of ITHUBA (“CEO”) and approved by the NLC from time to time.

1.6 The total numbers to be selected per Entry shall be 6. The 6 total numbers to be selected per Entry shall be 5 from set of 1 to 50 balls and 1 from a set of 1 to 20 balls.

1.7 The maximum price for a Bet is limited to R2,000.00 per Ticket.

1.8 Tickets sales close at 8:30pm on any given draw day.

## 2. Status of these Rules

2.1 These (“Rules”) and Regulations are for the PowerBall and PowerBall PLUS Game, as approved by the NLC. The National Lottery Games General Terms and Conditions must be read together with these Rules, in force from time to time, constitute the contractual rights and obligations of ITHUBA to Participants as may be amended from time to time.

2.2 In the event of a discrepancy or inconsistency between these Rules and the conditions and explanations being advised during a purchase, these Rules shall prevail.

## 3. PowerBall and PowerBall PLUS Procedures and Descriptions

i. ITHUBA will make the PowerBall and PowerBall PLUS Games available for sale to the public at such cost stipulated under paragraphs 1.2 and 1.3 above or as ITHUBA may from time to time determine as approved by the NLC.

ii. If the Bet Slip is rejected by the Terminal, there is no valid Entry.

iii. If an Entry is not recorded on the Central Computer System for any particular draw, the Entry shall not be valid.

iv. If the Entry is not submitted on the online play with a confirmation SMS and a Ticket / Receipt number, the Entry shall not be valid.

### A. Methods of Participation

I. The methods by which a Participant may enter the PowerBall and PowerBall PLUS Game include the following:

a. Presenting a completed Bet Slip to a Retailer. On any one Bet Slip a Participant may make a Selection from a minimum of one Entry and a maximum of the number of Entries included on the Bet Slip. Each Selection is made by manually marking 6 numbers within one Entry or by manually marking the Quick Pick box. The completed Bet Slip is processed through the Terminal, which will issue the Receipt, recording each Selection marked on the Bet Slip.

b. By indicating in person to a Retailer the requested digits or numbers to be entered manually into the Terminal by the Retailer.

- c. Requesting a number Selection to be made on a random basis by the Lottery Processing System through a Quick Pick.
- d. Selecting random set of 6 numbers through an alternative sales channel where a Participant can purchase an Entry into the PowerBall and PowerBall PLUS Games.
- e. On the online play or selecting a Quick Pick online.
- f. Sending a Selection through an SMS play or selecting a Quick Pick via SMS.
- g. Playing a Quick Pick Selection through USSD play.
- h. Requesting a number Selection to be made on a random basis by a Lottery Processing System through a Quick Pick at selected retailer till points (In-lane).

#### B. Winning Selections (PowerBall)

A Participant who, in respect of any Selection, matches the PowerBall number drawn or matches more numbers which match the winning numbers drawn will be entitled to a prize in the highest prize category to which those numbers relate.

##### **Prize Division 9 – Match PowerBall**

Means that the Participant has correctly matched the PowerBall number drawn (“MATCH POWERBALL”).

##### **Prize Division 8 – Match 1 + PowerBall**

Means that the Participant has correctly matched any 1 number of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 1 + POWERBALL”).

##### **Prize Division 7 - Match 2 + PowerBall**

Means that the Participant has correctly matched any 2 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 2 + POWERBALL”).

##### **Prize Division 6 – Match 3**

Means that the Participant has correctly matched 3 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number does not match the PowerBall number drawn (“MATCH 3”).

##### **Prize Division 5 – Match 3 + PowerBall**

Means that the Participant has correctly matched any 3 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 3 + POWERBALL”).

##### **Prize Division 4 – Match 4**

Means that the Participant has correctly matched 4 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number does not match the PowerBall number drawn (“MATCH 4”).

##### **Prize Division 3 – Match 4 + PowerBall**

Means that the Participant has correctly matched 4 out of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 4 + POWERBALL”).

##### **Prize Division 2 – Match 5**

Means that the Participant’s has correctly matched the 5 main numbers drawn and the Participant’s PowerBall number does not match the PowerBall number drawn (“MATCH 5”).

##### **Prize Division 1 – Match 5 + PowerBall**

Means that the Participant has correctly matched 5 Main Numbers drawn and the Participant’s PowerBall number matches the PowerBall Number drawn (“MATCH 5 + POWERBALL”).

#### C. Winning Selections (PowerBall PLUS)

A Participant who, in respect of any Selection, matches the PowerBall number drawn or matches more numbers which match the winning numbers drawn will be entitled to a prize in the highest prize category to which those numbers relate.



**PowerBall****PowerBall  
PLUS****Prize Division 9 – Match PowerBall**

Means that the Participant has correctly matched the PowerBall number drawn (“MATCH POWERBALL”).

**Prize Division 8 – Match 1 + PowerBall**

Means that the Participant has correctly matched any 1 number of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 1 + POWERBALL”).

**Prize Division 7 - Match 2 + PowerBall**

Means that the Participant has correctly matched any 2 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 2 + POWERBALL”).

**Prize Division 6 – Match 3**

Means that the Participant has correctly matched 3 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number does not match the PowerBall number drawn (“MATCH 3”).

**Prize Division 5 – Match 3 + PowerBall**

Means that the Participant has correctly matched any 3 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 3 + POWERBALL”).

**Prize Division 4 – Match 4**

Means that the Participant has correctly matched 4 numbers out of the 5 main numbers drawn and the Participant’s PowerBall number does not match the PowerBall number drawn (“MATCH 4”).

**Prize Division 3 – Match 4 + PowerBall**

Means that the Participant has correctly matched 4 out of the 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 4 + POWERBALL”).

**Prize Division 2 – Match 5**

Means that the Participant has correctly matched the 5 main numbers drawn and the Participant’s PowerBall number does not match the PowerBall number drawn (“MATCH 5”).

**Prize Division 1 – Match 5 + PowerBall**

Means that the Participant has correctly matched 5 main numbers drawn and the Participant’s PowerBall number matches the PowerBall number drawn (“MATCH 5 + POWERBALL”).

**D. Prize Pools**

- i. Subject to rounding down, the amount allocated by ITHUBA as approved by the NLC to the prize fund for payment of prize(s) for a Draw (“Prize Fund”) shall be 48% of the net fund of Entries into that Draw or such larger amount as shall be determined by ITHUBA as approved by the NLC from time to time.
- ii. The allocation of the Prize Fund to each of the remaining prize categories as approved by the NLC shall be in accordance with the following provisions:
  - a. If the Jackpot, Division 1 in a PowerBall draw is not won then the prize pool allocated for this division will be rolled over to the Jackpot division in the next PowerBall draw by default.
  - b. If there are no winners in division 2-7 then the pool rolls down to the lower division, e.g. division 4 to division 5.
  - c. Fixed prizes are calculated prior to pari-mutuel division calculations. Hence if there are no fixed prize winners, then the pari-mutuel prizes are calculated accordingly.
- iii. Share amounts (amounts payable to each winner) shall be rounded to the nearest 10 cents. E.g. R1.55 shall be R1.60 and R1.54 shall be R1.50.

#### E. PowerBall & PowerBall PLUS – Odds of Winning and Prize Structure

- i. The following table sets forth the probability of winning and the allocation of the Prize Fund as approved by the NLC.

PowerBall Prize Structure					
Match	Odds (1 In)	Exp. Prize per winner	Pari-mutuel %	Prize %	Payout %
5 + 1	42,375,200	55,384,977	70.73%	54.46%	26.14%
5 + 0	2,230,274	214,106	5.19%	4.00%	1.92%
4 + 1	188,334	11,300	3.25%	2.50%	1.20%
4 + 0	9,912	1,009	5.51%	4.24%	2.04%
3 + 1	4,280	493	6.23%	4.80%	2.30%
3 + 0	225	22	5.19%	4.00%	1.92%
2 + 1	299	22	3.90%	3.00%	1.44%
1 + 1	57	Fixed R15	N/A	10.99%	5.27%
0 + 1	35	Fixed R10	N/A	12.01%	5.77%
<b>Total</b>			<b>100.00%</b>	<b>100.00%</b>	<b>48.00%</b>

Overall odds of winning a prize is 1 in 18

- ii. The holder of a winning Selection may win in only one prize category per Entry in connection with the Winning Numbers drawn in each Draw and shall be entitled only to the prize for the highest prize category won by those numbers in each Draw (regardless of the actual Prize value).

#### F. PowerBall PLUS – Odds of Winning and Prize Structure

- i. The table below sets forth the probability of winning and the allocation of the Prize Fund as approved by the NLC.

- ii. The holder of a winning Selection may win in only one prize category per Entry in connection with the winning numbers drawn in each Draw and shall be entitled only to the prize for the highest prize category won by those numbers in each Draw (regardless of the actual Prize value).

PowerBall PLUS Prize Structure					
Match	Odds (1 In)	Exp. Prize per winner	Pari-mutuel %	Prize %	Payout %
5 + 1	42,375,200	27,692,488	70.73%	54.46%	26.14%
5 + 0	2,230,274	107,053	5.19%	4.00%	1.92%
4 + 1	188,334	5,650	3.25%	2.50%	1.20%
4 + 0	9,912	504	5.51%	4.24%	2.04%
3 + 1	4,280	247	6.23%	4.80%	2.30%
3 + 0	225	11	5.19%	4.00%	1.92%
2 + 1	299	11	3.90%	3.00%	1.44%
1 + 1	57	Fixed R7.50	N/A	10.99%	5.27%
0 + 1	35	Fixed R5.00	N/A	12.01%	5.77%
<b>Total</b>			<b>100.00%</b>	<b>100.00%</b>	<b>48.00%</b>

Overall odds of winning a prize is 1 in 18



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## **RULES AND REGULATIONS**



## FREQUENTLY ASKED QUESTIONS

### What is SPORTSTAKE 13?

A game consisting of 13 match fixtures where participants need to predict what the outcome of each fixture will be from the several soccer matches.

In particular, players will have to predict the outcomes (1, X, 2) of 13 predetermined matches drawn from various professional soccer leagues across the world.

### How does the SPORTSTAKE 13 Game work?

Twice a week a fixture list is published including the 13 soccer matches that participants need to predict the outcome from. Every Sunday the Mid-week Fixture list will be published on the lottery terminals and will also be made available on the lottery website every Monday morning. Every Thursday the weekend fixture list will be published on the lottery terminals and will also be made available on the lottery website every Friday morning.

A participant will predict the outcome per match fixture on a game board consisting of 13 soccer match fixtures.

1. A Game Board, which is A Board, is a grid of 13 fixture result predictions denoted as [1]; [X]; [2] where:

- a. 1 = Home Win
- b. X = Draw
- c. 2 = Home Loss (or Away Win)

2. A maximum of three boards per coupon may be completed for each single fixture outcome selection wager. Multiple outcomes for a match/fixture can be selected with a maximum of 3 outcomes per fixture.

To support choosing more than one outcome the “Multi-Play” box should be ticked. Note: with multiple selections, “Multi-Play” option should be selected per board.

A valid wager will consist of a minimum of one selection per fixture, making a total of thirteen selections.

The wager will cost R 2.00 incl. vat per board.

If you want to play a multiple fixture outcome selection, each additional wager combination will cost an extra R2.00. Importantly, the maximum wager amount per transaction is R2000,00.

### Where and When may I purchase a SPORTSTAKE 13 Game?

Tickets can be purchased at an existing Lottery outlet.

**Midweek Lists:** From Sunday, 06:00 am until 30 minutes before the start of the first fixture on the list.

**Weekend Lists:** From Thursday, 06:00 am until 30 minutes before the start of the first fixture on the list.

### Where do I obtain the SPORTSTAKE 13 Fixtures to select the outcomes to predict?

The SPORTSTAKE 13 Fixture lists are available from all the National Lottery Outlets. Please request a copy from the retailer, retailers will be able to print the fixture list directly from the terminal.

The lists may also be obtained from the National Lottery website or from the ITHUBA Player Helpline 0800 484 822

### How do I win in the SPORTSTAKE 13 Game?

You win by correctly predicting results for at least 10 matches and at most 13 matches. There are four prize divisions for correct predictions.

Number of Correct Fixture Predictions	Prize Divisions
Match 13 out of 13 fixtures	1
Match 12 out of 13 fixtures	2
Match 11 out of 13 fixtures	3
Match 10 out of 13 fixtures	4

SPORTSTAKE 13 fixture results are considered as the final score after 90 minutes of play or after extra time where applicable, however excludes penalty shoot-out.

### How do I claim the SPORTSTAKE 13 Prize?

- Prizes up to R2000 can be claimed at any retailers.
- Prizes between R2000 and R50000 needs to be claimed at your post office
- Prizes above R50000 needs to be claimed at an ITHUBA regional office

**Where do I obtain the SPORTSTAKE 13 Fixtures Results?**

The SPORTSTAKE 13 Fixture results are available from all the National Lottery Outlets.

The results may also be obtained from the National Lottery website ([www.nationallottery.co.za](http://www.nationallottery.co.za)) or from the ITHUBA Player Helpline 0800 484 822

**How do the Prize Divisions Work?**

The allocated Prize Funds for the SportStake Game is 50% of the Total Net Sales.

The Divisions allocation is as follows:

Number of Correct Fixture Predictions	Prize Divisions
Match 13 out of 13 fixtures	1
Match 12 out of 13 fixtures	2
Match 11 out of 13 fixtures	3
Match 10 out of 13 fixtures	4

**What are the odds of winning SPORTSTAKE 13?**

Prize Division	Theoretical Odds
Match 13	1 in 1,594,323
Match 12	1 in 62,320
Match 11	1 in 5110
Match 10	1 in 697

**What happens to the Jackpot Prize if it's not won?**

When there are no winners in the jackpot division, that prize fund shall rollover into the next scheduled fixture list Division 1 prize fund. Division 1 Jackpots will continuously roll until won.

**What happens to the other prize division if there are no winners?**

- If there are no winners in the Match 12 division, the prize pool will split and be allocated equally (i.e. 50/50) to Match 11 & Match 10 divisions.
- If there are no winners in the Match 11 division, the full prize pool (i.e.100%) will be allocated to Match 10 division.
- If there are no winners in the Match 12, 11 & 10 divisions, the applicable prize pools will roll to the next jackpot division (i.e. Match 13 division)

**What is PROPICK?**

PROPICK is a new feature on SPORTSTAKE 13. It is a quick play option based on multi-play bets where the system will automatically choose match results on behalf of the player.

**How do you play PROPICK?**

Player can play PROPICK by selecting the predefined bet size directly from the bet slip or on the online playing platform. Available bet sizes are: 4, 8, 16, 24, 32, 64, 128 & 256.

**What considerations does the system make in selections made in PROPICK?**

The system selects match outcomes based on a combination of two methods, i.e. the weighted methods based on statistically head to head history between the two teams in the fixture plus a randomised selection. Part of the list selection is weighted and part is randomised.

**Can you use one bet slip to play both PROPICK and own selection?**

The above will be rejected by the terminal. To play both, the player is advised to make their own selection on the directly on the bet slip and request the PROPICK size of their choice over the counter.

**Additional features on SPORTSTAKE 13:**

- If the Prize in any Division (after the Prize Fund has been divided by the number of winners) is below R0.05 (five cents) that entire Prize Fund shall roll over to Jackpot division in the next Fixture List.
- There is no Multi- Draw feature on the SPORTSTAKE 13 game.
- There is no subscription facility for the SPORTSTAKE 13 game
- In the event that a match is cancelled, suspended or interrupted all the predictions will be considered as valid and correct.

## 1. ABOUT SPORTSTAKE 13

1.1. The following are the essential Game features for SPORTSTAKE 13:

- 1.1.1. The National Lottery Game in which the Participant correctly predicts the outcomes of several football matches. In particular, Participants will have to predict the outcomes (1, X, 2) of 13 predetermined matches drawn from South African, English and any other additional professional soccer fixtures, as ITHUBA may identify from time to time.
- 1.1.2. The cost of each Entry will be R2 inclusive of VAT.
- 1.1.3. The maximum price for a single Entry will be limited to R2 000 per Participant.
- 1.1.4. Teams included in each of the fixtures are listed in the order of 'Home Team' versus 'Visiting Team'. As such, the team mentioned first will always be the 'Home Team'. Where a fixture is played at a neutral venue for whatever reason, the 'Home Team' will be the team mentioned first on the Fixture List.
- 1.1.5. A Board is a grid of 13 fixture result predictions denoted as [1]; [X]; [2] where:
  - 1.1.5.1. 1 = Home Win
  - 1.1.5.2. X = Draw
  - 1.1.5.3. 2 = Away Win

## 2. STATUS OF THESE RULES

2.1. These Rules are for the SPORTSTAKE 13 Game, which constitute the contractual rights and obligations of ITHUBA to Participants, as may be amended from time to time.

2.2. In the event of a discrepancy or inconsistency between these Rules and the conditions and/or explanations being advised during a purchase, these Rules shall take precedence.

## SPORTSTAKE 13 PROCEDURES AND DESCRIPTIONS

### 3. PLAYING THE SPORTSTAKE GAME

- 3.1. The Participant may participate in the SPORTSTAKE 13 Game by predicting an outcome based on the published Fixture List.
- 3.2. A Bet Slip shall be processed through the Terminal by the Retailer, and the relevant valid Receipt will be issued only through that same Terminal.
- 3.3. Selections can also be entered manually into the Terminal by the Retailer, and the relevant valid Receipt will be issued only through that same Terminal.
- 3.4. If the Bet Slip is rejected by the Terminal, there is no valid Entry.
- 3.5. If an Entry is not recorded on the Central Computer System for any particular Draw, the Entry shall not be valid.
- 3.6. If a fixture is cancelled, postponed or for other reasons not available for resulting and settlement, from or by an ITHUBA's verified source, before midnight on the day of published kick off time, then all Selections for that Game are to be settled as correct.



## 4. METHODS OF PARTICIPATING

- 4.1. SPORTSTAKE 13 Receipts will be sold every day during the normal business hours of the Retailers authorized to sell the said Receipts.
- 4.2. The sale period for any given SPORTSTAKE 13 Fixture List will terminate on the date of the drawing at a time to be determined by the Chief Executive Officer of ITHUBA ("CEO") from time to time.
- 4.3. The total number of fixtures shall be set at thirteen (13).
- 4.4. Results are recorded as the score after 90 (ninety) minutes and extra time (if applicable) but excluding penalty shoot-out.
- 4.5. If an event is suspended and restarted before the list is drawn, the actual results of the match will be considered as contained above (5.4).
- 4.6. There will be no Multi - Draw option for the SPORTSTAKE 13 Game as the SPORTSTAKE 13 Game cannot repeat the same fixture for the same Draw.
- 4.7. The Participant of SPORTSTAKE 13 can choose their Selections in the following ways:
  - 4.7.1. Presenting a completed Bet Slip to a Retailer.  
On any Bet Slip, a Participant may make a Selection from a minimum of one Board and a maximum of the number of Boards available on the Bet Slip. Each Selection is made by manually marking the selected outcome for all 13 fixtures, and/or by marking the "Multi-Play box" if more than one outcome has been marked in any of the fixtures. The completed Bet Slip is processed through the Terminal which will issue the Receipt recording each Selection marked on the Bet Slip.
  - 4.7.2. Select one outcome per fixture in one or more of the Boards on the Bet Slip.

4.7.3. Select one, two or three outcomes for each fixture and then mark the box "Multi-Play" on the Bet Slip, with total number of Boards not exceeding the maximum price for an Entry.

4.7.4. Select a PROPICK functionality option which supports the Participants in selecting the fixture outcomes to enter with their Bet Slip. Either by selecting one of the pre-determined Multi-Play boxes on the Bet Slip, or by asking the Retailer for one of the pre-determined Multi-Play options.

4.7.5. Indicate in person to the Retailer the selected outcomes to be entered manually directly into the Terminal, either as single Boards or Multi-Play.

4.7.6. Through purchasing an Entry via the Site by Selection of fixtures outcomes for the specific Draw.

4.8. A limitation applies to the Selection of a PROPICK option and a simple Bet / Multi-Play on the same Bet Slip. There will be no valid Entry in this circumstance where two options are chosen on one Bet Slip. However, a Participant may request a PROPICK option over the counter and make use of the Bet Slip to place their own Selection.

## 5. WINNING SELECTIONS

A Participant who matches 13, 12, 11 or 10 outcomes will share the winning Pool of that Prize Division according to the following:

### 5.1 Prize Division 1 - Match 13

Means that the Participant has correctly matched all 13 outcomes from the Fixture List ("MATCH 13").

### 5.2 Prize Division 2 - Match 12

Means that the Participant has correctly matched all 12 outcomes from the Fixture List ("MATCH 12").

### 5.3 Prize Division 3 - Match 11

Means that the Participant has correctly matched 11 outcomes from the Fixture List ("MATCH 11").



#### 5.4 Prize Division 4 - Match 10

Means that the Participant has correctly matched 10 outcomes from the Fixture List ("MATCH 10").

## 6. PRIZE POOLS

6.1. Subject to rounding down, the amount allocated by ITHUBA to the Pool Fund for payment of Prize(s) for a Draw shall be a percentage of the net sales of Entries made into that Draw or such larger amount as shall be determined by ITHUBA in its sole and absolute discretion, from time to time as stated under paragraph 8.

6.2. The allocation of the Pool Fund to each of the remaining Prize categories shall be in accordance with the following provisions:

6.2.1. In the unlikely event that there are no winners in Division 1, then the Prize Pool for that Division shall be rolled over to the next Draw's corresponding Division.

6.2.2. In the unlikely event that there are no winners in Division 2, then the Prize Pool rolls down to the lower Divisions. The roll down will be split and be allocated equally to the lower Divisions. I.e. the split will be 50/50 to Divisions 3 and 4.

6.2.3. In the unlikely event that there are no winners in Division 3, then the Prize Pool for that Division will be allocated down to Division 4.

6.2.4. In the unlikely event that there are no winners in Division 2-4, then the Prize Pool shall be rolled over to the next Draw's Division 1.

6.3. If the Prize in any Division (after the Prize Fund has been divided by the number of winners) is below R0.05 (five cents) that entire Prize Fund shall roll over to Division 1 in the next Fixture List.

6.4. Share amounts shall be rounded to the nearest 10 cents as follows: E.g. R1.55 shall be R1.60; R1.54 shall be R1.50.

## 7. APPROXIMATE ODDS OF WINNING AND PRIZE STRUCTURE

The following table sets forth the probability of winning and the allocation of the Pool Fund:

Prize Division	Odds of winning per Board	Pool Fund
1	1: 1 594 323	30%
2	1: 62 320	15%
3	1: 5 110	20%
4	1: 697	35%

## 8. GLOSSARY

The following words and terms, whenever they appear in these Rules, shall have the following meanings, unless the context clearly indicates otherwise:

### **Bet Slip**

A preformatted form bearing the numbers from which a Participant can make his/her Selection to make an Entry into the SPORTSTAKE 13 Game.

### **Board**

The Selection of numbers on the Bet Slip for a National Lottery Game as per these Rules.

### **Central Computer System**

The computer system/s used by ITHUBA to operate the SPORTSTAKE 13 Game.

### **Constituent Lottery**

Any lottery conducted by ITHUBA that forms part of the National Lottery.

### **Draw**

A specific SPORTSTAKE 13 list consisting of thirteen (13) fixtures, with a specified time for opening and closing of Entries.

### **Division**

The tiers within which a Participant may win a Prize according to the defined matching criteria set forth in the relevant Prize division.

**Entry**

A transaction by which a Participant's entry into the SPORTSTAKE 13 Game has been recorded as an entry on the Central Computer System. An entry may also be referred to as a "Bet".

**Fixture List**

A list of thirteen (13) future fixtures to be played, making up the Entry Selection applicable for a specified soccer event. This list will be available from Retailer outlets and other sources, such as the media, preceding the listed fixtures.

**Game**

The game of SPORTSTAKE 13 as detailed in these Rules, which shall include any game, scheme, arrangement, system, plan, promotional competition or device which comprises a Constituent Lottery.

**ITHUBA**

ITHUBA Holdings (RF) Proprietary Limited, the third National Lottery Operator licensed under the Lotteries Act No. 57 of 1997, as amended, to operate, conduct and promote the National Lottery and Constituent Lottery Games in the Republic of South Africa.

**Lottery Processing System**

The transaction processing system that controls the operation of the SPORTSTAKE 13 Game consisting of the Central Computer System and the Terminals.

**Multi-Play**

A Selection marked on the Game Board when a Participant selects multiple outcomes for one or more fixtures.

**National Lottery**

The national lottery Games licensed to ITHUBA to operate in South Africa.

**Participant**

A member of the public (a player) over the age of 18 who purchases or otherwise acquires a Receipt.

**Pool**

The amount allocated to each Prize category.

Prize A prize won by a Participant in the SPORTSTAKE 13 Game. The Prizes can also be guaranteed Prizes or Prizes in kind.

**Prize Fund**

Shall be a percentage of the net sales of Entries into that Draw or such larger amount as shall be determined by ITHUBA, in its sole and absolute discretion, from time to time allocated to the SPORTSTAKE 13 Game.

**PROPICK**

A system function to support the Participant in selecting thirteen (13) outcomes, whereby the Lottery Processing System produces a pre-defined Multi-Play Bet with "weighted" outcomes on behalf of the Participant.

**Receipt**

A National Lottery receipt given by the Retailer as issued by the Terminal to a Participant subsequent to playing the SPORTSTAKE 13 Game which records a Participant's Entry into the SPORTSTAKE 13 Game.

**Retailer**

A supplier, person, firm or entity authorised by ITHUBA to sell SPORTSTAKE 13 Entries and/or to pay certain Prizes in respect of Valid Winning Receipt of the SPORTSTAKE 13 Game.

**Rules**

These Game rules and regulations for SPORTSTAKE 13 as detailed herein, and as may be amended from time to time.

**Selection**

Participant's selection for the outcome of each fixture on the SPORTSTAKE 13 list, 1=Home win, X=Draw, 2=Away win; and which is recorded on a Receipt issued in accordance with these Rules.

**Site**

The website of the National Lottery <https://www.nationallottery.co.za>

### **SMS**

A method used to confirm numbers played online and also the value of winnings post Draws of the numbers played. An SMS may also be used as a method of playing a Selection of numbers and/or PROPICK. SMS number to play is 37070.

### **SPORTSTAKE 13**

An online Game consisting of 13 fixtures utilizing a computerised terminal to record Selections and also to validate Prize claims.

### **SPORTSTAKE 13 Procedures**

Any procedure or condition issued by ITHUBA, from time to time, which applies to the SPORTSTAKE 13 Game and which may from time to time, include among other information on how Prizes are won, the Prize Structure and the method of selling or entering the SPORTSTAKE 13 Game.

### **SPORTSTAKE 13 Receipt Validation Requirements**

ITHUBA's validation requirements for Receipts representing winning numbers for that specific Draw.

### **Terminal**

The point of sale terminals with an online connection to the Central Computer System and which shall be used for the issuance of valid Receipts and for the validation of Valid Winning Receipts.

### **Ticket**

Ticket issued by a Terminal and sold by an authorised Retailer in an authorised manner.

### **Valid Winning Ticket**

A winning SPORTSTAKE 13 Receipt which meets all the SPORTSTAKE 13 Receipt Validation Requirements enforced at ITHUBA, from time to time.

### **VAT**

Value Added Tax levied in terms of the VAT Act No. 89 of 1991, as amended.

### **Winning Selection**

A Selection which entitles a Participant to a Prize in the category applicable to the correct numbers selected.

In these Rules, the singular shall include the plural and vice versa, as the context may require.



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## **RULES AND REGULATIONS**

## 1. ABOUT DAILY LOTTO

The following are the essential Game features for DAILY LOTTO Game:

- 1.1. The National Lottery game in which the Participant selects, or has The Lottery Processing System randomly assign five (5) numbers from a grid of 1 through 36, inclusive, shall be called "DAILY LOTTO" and all the National Lottery tickets issued for this game shall be identified with the name of the game and the date(s) of the drawing(s) for which they are issued.
- 1.2. The cost of each DAILY LOTTO board game will be R3 inclusive of VAT.
- 1.3. The total numbers to be selected per Entry shall be 5.
- 1.4. The maximum price for a bet is limited to R150 per Participant per betslip.
- 1.5. The Participant of the DAILY LOTTO Game can choose the 5 numbers in different ways, namely:
  - 1.5.1. Select his/her own numbers on the Bet Slip; and/or
  - 1.5.2. By choosing "Quick Pick" on the Bet Slip or by requesting it from the Retailer (up to 5 lines per ticket); and/or
  - 1.5.3. By indicating in person to a Retailer the requested numbers to be entered manually into the Terminal by the Retailer.
  - 1.5.4. By playing DAILY LOTTO on the National Lottery website and National Lottery Mobile App.
- 1.6. If the Entry is rejected by the Terminal or Site, there is no valid Entry.
- 1.7. If the Entry is not submitted on the online play with a confirmation SMS, message and a Ticket / Receipt number, the Entry shall not be valid.

## 2. STATUS OF THESE RULES

- 2.1. These Rules are for the DAILY LOTTO, which constitute the contractual rights and obligations of ITHUBA to Participants, as may be amended from time to time.
- 2.2. In the event of a discrepancy or inconsistency between these Rules and the conditions and/or explanations being advised during a purchase, these Rules shall take precedence.

## DAILY LOTTO PROCEDURES AND DESCRIPTIONS

### 3. PLAYING THE DAILY LOTTO GAME

- 3.1. ITHUBA will make the DAILY LOTTO Game available for sale to the public at such cost stipulated under paragraph 1.2 or as ITHUBA may from time to time determine
- 3.2. The Participant may participate in the DAILY LOTTO, Game by:
  - 3.2.1. Presenting a completed Bet Slip to a Retailer. On any one Bet Slip, a Participant may make a Selection from a minimum of one Board and a maximum of the number of Boards included on the Bet Slip. Each Selection is made by manually marking 5 (five) numbers within one Entry per Board or by manually marking the Quick Pick box on the Bet Slip. The completed Bet Slip is processed through the Terminal, which will issue the Ticket recording each Selection marked on the Bet Slip;
  - 3.2.2. Entering a Selection of 5 numbers between 1 and 36 per Board on the online play or selecting a Quick Pick online;

3.2.3. Playing a Quick Pick Selection through USSD play;

3.2.4. Indicating in person to a Retailer the requested digits or numbers to be entered manually into the Terminal by the Retailer;

3.2.5. Requesting a number Selection to be made on a random basis by the Lottery Processing System through a Quick Pick;

3.2.6. Selecting random set of 5 (five) numbers through any Alternate Sales Channel where a Participant can purchase an Entry into the DAILY LOTTO, the Participant will be issued with a valid Ticket or a Receipt, whichever is applicable through the different platforms of purchasing the National Lottery Game.

#### 4. DRAWS

4.1. The DAILY LOTTO Draws will take place every night except on Christmas Day.

4.2. Each draw will select 5 (five) winning numbers with the aid of an RNG (Random Number Generator).

#### 5. DAILY LOTTO WINNING SELECTIONS

##### 5.1. Prize Division 1 – Match 5

Means that the Participant has correctly matched five numbers in any one Selection from the five drawn numbers. The appropriate Prize category is called MATCH Five of Five NUMBERS (“MATCH FIVE”).

##### 5.2. Prize Division 2 – Match 4

Means that the Participant has correctly matched four numbers in any one Selection from the five drawn numbers. The appropriate Prize category is called MATCH Four of Five NUMBERS (“MATCH FOUR”).

##### 5.3. Prize Division 3 - Match 3

Means that the Participant has correctly matched three numbers in any one Selection from the five drawn numbers. The appropriate Prize category is called MATCH Three of Five NUMBERS (“MATCH THREE”).

##### 5.4. Prize Division 4 - Match 2

Means that the Participant has correctly matched two numbers in any one Selection from the five drawn numbers. The appropriate Prize category is called MATCH TWO OF FIVE NUMBERS (“MATCH TWO”).

#### 6. DAILY LOTTO WINNING SELECTIONS

6.1. Subject to the provisions of these Rules, a Participant who, in respect of any Selection, has two or more numbers which match the Winning Numbers drawn will be entitled to a Prize in the highest Prize category to which those numbers relate.

#### 7. PRIZE POOLS – DAILY LOTTO

7.1 Subject to rounding down, the amount allocated by ITHUBA to the Pool Fund for payment of Prize(s) for a Draw shall be a percentage of the net sales of Entries made into that Draw or such larger amount as shall be determined by ITHUBA in its sole and absolute discretion, from time to time.

7.2. Prizes are pari-mutuel, there are no fixed Guaranteed winnings for the DAILY LOTTO except occasionally as and when a guaranteed jackpot is applied.

7.3. The allocation of the Pool Fund to each of the remaining Prize categories shall be in accordance with the following provisions:

7.3.1. In the event that there are no winners in Division 1, then the Prize Pool rolls down to the second Prize Division.

7.3.2. In the event that there are no winners in Division 2, then the Prize Pool rolls down to the lower Division, e.g. Division 2 to Division 3.

7.3.3. In the event that there are no winners in Division 3, then the Prize Pool rolls down to the lowest Division, e.g. Division 3 to Division 4.

7.3.4. In the unlikely event that there are no winners in Division 4, then the Prize Pool rolls over to Division 1 of the next draw.

7.4. Share amounts shall be rounded to the nearest 10 cents as follows: E.g. R1.55 shall be R1.60; R1.54 shall be R1.50.

7.5. Example of prize tables are shown below.

#### DAILY LOTTO when jackpot is won

	Level	Odds	Winning Prize Pools	Prize Pool %	Prize % Payout	Number Winners	Estimated Share per winner
Match 5	1	376,992.00	R201,314.00	35.60%	17.80%	1	R 201,314.00
Match 4	2	2,432.00	R46,370.00	8.20%	4.10%	155	R 299.00
Match 3	3	81.00	R92,740.00	16.40%	8.20%	4,648	R 20.00
Match 2	4	8.40	R225,064.00	39.80%	19.90%	44,880	R 5.00
<b>Total</b>		7.6	R565,488.00	100%	50.00%	49,684	

#### DAILY LOTTO when top prize is not won and is rolled down to next level

	Level	Odds	Winning Prize Pools	Prize Pool %	Prize % Payout	Number Winners	Estimated Share per winner
Match 5	1	376,992.00	0				
Match 4	2	2,432.00	R247,684.00	43.80%	21.90%	155	R 1,598.00
Match 3	3	81.00	R92,740.00	16.40%	8.20%	4,648	R 20.00
Match 2	4	8.40	R225,064.00	39.80%	19.90%	44,880	R 5.00
<b>Total</b>		7.6	R565,488.00	100.00%	50.00%	49,684	



## 8. GLOSSARY

The following words and terms, whenever they appear in these Rules, shall have the following meanings, unless the context clearly indicates otherwise:

### ***Bet Slip***

A preformatted form bearing the numbers from which a Participant can make his/her selection to make an Entry into the DAILY LOTTO.

### ***Board***

Means the selection of numbers on the bet slip for a National Lottery game as per these rules.

### ***Division***

The tiers/prize level within which a Participant may win a prize according to the defined matching criteria set forth in the relevant prize division.

### ***Draw***

The process which culminates in the selection of a set of randomly selected winning tickets by the Random Number Generator for the DAILY LOTTO game.

### ***Entry***

A transaction by which a Participant's entry into the DAILY LOTTO game(s) has been recorded as an entry on the Central Computer System. The terminal allows multiple entries.

### ***ITHUBA Holdings (RF) (PTY) LTD***

The third National Lottery Operator licensed under the Lotteries Act No. 57 of 1997, as amended, to operate, conduct and promote the National Lottery and Constituent Lottery games in South Africa.

### ***Lottery Processing System***

The transaction processing system that controls the operation of the DAILY LOTTO game consisting of the Central Computer System and the terminals.

### ***National Lottery***

The National Lottery games licensed to ITHUBA to operate in South Africa.

### ***Participant***

A member of the public (a player) over the age of 18 who purchases or otherwise acquires a DAILY LOTTO Ticket.

### ***Pool***

The amount allocated to each prize category.

### ***Prize***

A prize won by a Participant in the DAILY LOTTO game.

### ***Prize Fund***

Shall be a percentage of the net sales of entries into that draw or such larger amount as shall be determined by ITHUBA, in its sole and absolute discretion, from time to time allocated to the DAILY LOTTO game.

### ***Prize Structure***

The number, value and odds of winning prizes for the DAILY LOTTO game as determined by ITHUBA from time to time.

### ***Quick Pick***

A system function to support the Participant in the DAILY LOTTO game wherein a set of numbers are selected on a random basis by the Lottery Processing System on behalf of the Participant. This can be requested directly from the Retailer or selected on the Participant's bet slip.

### ***Receipt***

A National Lottery receipt issued through a Retailer by the Terminal (or Alternate Sales Channel) to a Participant which records a Participant's Entry or Entries into the DAILY LOTTO game and such other information as may be determined by ITHUBA from time to time.

### **Retailer**

Any person, firm or entity authorised by ITHUBA to sell DAILY LOTTO Entries and/or to pay certain Prizes in respect of a Valid Winning Ticket of the DAILY LOTTO Game.

### **Rules**

These Game rules and regulations for DAILY LOTTO as detailed herein, and as may be amended from time to time.

### **Selection**

One set of five numbers chosen by a Participant within one Entry on a Board or one set of five numbers resulting from Quick Pick or one set of five numbers chosen by a Participant which may be keyed in manually by a Retailer and which is recorded on a Ticket issued in accordance with these Rules.

### **Serial Number**

The unique number assigned by ITHUBA's 'Central Computer System' and printed on a Ticket which, subject to these Rules, provides for the verification of the Ticket as a Valid Winning Ticket or otherwise. The Serial Number may be in the form of digits, a bar code or any other form.

### **Site**

The website of the National Lottery;  
[www.nationallottery.co.za](http://www.nationallottery.co.za)

### **Mobile App**

A method to play online via the National Lottery Mobile App and view results. This is available on Android and Apple iOS.

### **Terminal**

The point of sale terminals with an on-line connection to the Central Computer System and which shall be used for the issuance of valid Ticket/s and for the validation of Valid Winning Ticket/s.

### **Ticket**

Ticket issued by a Terminal and sold by an authorised Retailer in an authorised manner or sold via Alternate Channel/s that indicates the unique number that will serve as evidence for Prize claim.

### **Ticket Validation Requirements**

ITHUBA's validation requirements for Ticket/s representing winning numbers for that specific Draw.

### **Valid Winning Ticket**

A winning DAILY LOTTO Ticket which meets all ITHUBA's DAILY LOTTO Ticket Validation Requirements, from time to time.

### **VAT**

Value Added Tax levied in terms of the VAT Act No. 89 of 1991, as amended.

### **Winning Selection**

A Selection which entitles a Participant to a Prize in the category applicable to the randomly selected winning number/s.



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**RULES AND REGULATIONS**  
**RAFFLE 2019**

## FREQUENTLY ASKED QUESTIONS FOR THE RAFFLE GAME

### 1. What is a RAFFLE?

RAFFLE is a game in which participants obtain numbered tickets, each ticket having the chance of winning a prize. On 10 January 2020 at 21:00, the winning ticket numbers will be drawn using a Random Number Generator (RNG) which contains all the ticket entries. The RNG system draws the winning numbers randomly from the pool of RAFFLE ticket numbers sold.

### 2. When does the RAFFLE game ticket sales start?

This RAFFLE game is the fifth Raffle game being conducted by ITHUBA, the ticket sales will start on 20 October 2019. The sales will close on 10 January 2020 at 20:30, and the draw will be on the same day at 21:00.

### 3. How does the RAFFLE game work?

- During the active selling period of the RAFFLE game, the participants may enter into the RAFFLE draw.
- A participant will enter into the RAFFLE draw by indicating in person to a retailer the requested number of entries (tickets) they would like, for that specific RAFFLE draw. The RAFFLE game can also be played on the following platforms:
  - 1) National Lottery website:  
nationallottery.co.za
  - 2) National Lottery mobile app
  - 3) A2PAY
  - 4) RA Cellular
  - 5) SmartCall Smartload
- A RAFFLE ticket number selection is issued in descending order by the National Lottery system based upon the last sequence number issued.

### 4. What is a Random Number Generator (RNG)?

The RNG is a computer system that is used to randomly choose the winning RAFFLE numbers from a pool of RAFFLE numbers sold for that particular RAFFLE game.

### 5. Are the draws conducted live?

Each draw is conducted live in the presence of an independent auditor, and in accordance with the procedures and rules to conduct such draws using the RNG. The draw procedures and the rules of conducting the RAFFLE game has been approved by the National Lotteries Commission.

### 6. What are my limits when buying RAFFLE tickets?

As a responsible participant, the maximum entry for a participant will be R2,000 including VAT. For this particular RAFFLE game, this would be a total of 40 tickets per participant.

### 7. Why does the ticket count exceed the amount of allocated RAFFLE tickets?

The RAFFLE ticket count available for sale during the selling period is 500,000. Cancelled tickets will also be included in the overall ticket count as RAFFLE tickets are sold in sequential descending order until the last RAFFLE ticket is sold. The total ticket count may exceed the ticket count of 500,000 because cancelled tickets are included in the overall ticket count.

### 8. Can I select/choose my own combination of numbers?

Participants cannot choose their own Raffle ticket numbers.

### 9. Am I able to cancel a ticket after I have bought it?

Except as otherwise dealt with in the particular game rules, a ticket may be cancelled if it:

- a) has been issued in error;
- b) is illegible;
- c) is incomplete.

A ticket purchased online cannot be cancelled. When a participant purchases a ticket via a National Lottery retailer, the participant can cancel the ticket if it is returned to any National Lottery terminal within 2 hours of the time when it was purchased. In the event that the terminal cannot read the ticket, the retailer may call the retailer helpline for further assistance within that time.

**10. How long do I wait to receive my vehicle?**

Should a winner claim before the prize giving ceremony, they will receive their prize on the day of the prize giving.

Should the winner claim after the prize giving, they are subjected to a waiting period of 180 days before receipt of their vehicle.

**11. Does the vehicle include any insurance?**

It is the winner's responsibility to purchase insurance cover for their vehicle. ITHUBA Holdings, the National Lottery and Mercedes Benz will not be held responsible for any misfortunate occurrences, loss, theft or damage of the vehicle after the prize handover has been completed.

## 1. PURPOSE OF THIS DOCUMENT

- 1.1 This document is for the Driven by Luxury RAFFLE game, which constitute the contractual rights and obligations of ITHUBA to participants, as may be amended from time to time.
- 1.2 In the event of a discrepancy or inconsistency between this document and the conditions and/or explanations being advised during a purchase, this document shall take precedence.

## 2. THE DRIVEN BY LUXURY RAFFLE GAME 2019

- 2.1 The RAFFLE is a game in which the National Lottery system will generate a unique RAFFLE ticket number for each RAFFLE ticket bought. The total ticket count available for sale during the selling period is 500,000.
- 2.2 Tickets will be issued by the National Lottery system based upon the last sequence number issued. A participant cannot, therefore, pick his/her RAFFLE number(s) to be displayed on the ticket.
- 2.3 The cost for a RAFFLE ticket will be R50 including VAT.
- 2.4 The maximum entry for a participant will be R 2,000 including VAT per ticket.
- 2.5 A participant of the RAFFLE game may participate in the game by requesting the number of desired tickets to purchase from:
  - 2.5.1 Participating National Lottery retailers.
  - 2.5.2 The National Lottery website:  
[www.nationallottery.co.za](http://www.nationallottery.co.za)
  - 2.5.3 National Lottery Mobile App.
  - 2.5.4 RA Cellular.
  - 2.5.5 A2PAY.
  - 2.5.6 SmartCall Smartload.

- 2.6 The National Lottery system will generate a unique RAFFLE ticket number for each ticket bought. The relevant ticket will be issued and will serve as evidence to meet the Receipt Validation Requirements.
- 2.7 The RAFFLE ticket number selection will be issued by the Central Computer System (National Lottery System) based upon the last sequence number issued.
- 2.8 If an entry is not recorded on the Central Computer System for any particular draw, the entry will not be valid.
- 2.9 When the last RAFFLE ticket number is issued, the specific RAFFLE game will close and no additional tickets will be available for purchase.
- 2.10 The RAFFLE game will occur at least once every twelve months and the prizes will be determined by ITHUBA as approved by the National Lotteries Commission (NLC) from time to time.
- 2.11 The RAFFLE draw will take place on Friday, 10 January 2020 at 21:00 or as otherwise advised by ITHUBA from time to time, and approved by the NLC Board.
- 2.12 No participant or retailer shall enter into any special agreement for an entry in the draw outside the method of entry as determined by ITHUBA from time to time and approved by the NLC Board.

## 3. CANCELLATION OF A RAFFLE TICKET

- 3.1 Except as otherwise dealt with in the particular game rules, a ticket may be cancelled if it:
  - 3.1.1 Has been issued in error.
  - 3.1.2 Is illegible.
  - 3.1.3 Is incomplete.
- 3.2 A ticket falling within the terms of paragraph 3.1 above may only be cancelled if it is returned to any National Lottery terminal within 2 hours of the time

when it was purchased, but provided that the two hours does not fall beyond the time when the sales are closed on the draw day. In the event that the terminal cannot read the ticket, the retailer may call the retailer helpline for further assistance. On cancellation of a ticket the participant will receive a refund and may purchase a new ticket.

3.3 All tickets purchased on the platforms below cannot be cancelled:

3.3.1 National Lottery Website.

3.3.2 National Lottery Mobile App.

3.3.3 SmartCall Smartload.

3.4 The total ticket count may exceed the ticket count of 500,000 as the cancelled tickets are included in the overall ticket count. The RAFFLE tickets will be sold during the selling period until the last RAFFLE ticket is sold.

#### 4. PRIZE POOLS - RAFFLE

4.1 Prizes can be in the form of cash or tangible asset or any other form as determined by ITHUBA, and approved by the NLC Board from time to time. ITHUBA reserves the right, as approved by the NLC Board to substitute the prize with any other prize of comparable or greater commercial value for whatever reason.

4.2 Subject to the rounding down, the amount allocated by ITHUBA to the Prize Pool for the Driven by Luxury game is 50% of the net sales of entries into the draw or such amount as may be determined by ITHUBA from time to time, and approved by the NLC Board.

4.3 All prizes are fixed and predetermined and are not influenced by the number of entries per RAFFLE game.

4.4 Prizes will be drawn from the pool of ticket entries determined at the close of sales.

4.5 Participants are only allowed to win once per RAFFLE ticket number purchased.

4.6 All prizes will be rounded off to the nearest R1.

4.7 Further details on the jackpot prize are as stated in Annexure 1 below.

#### 5. RAFFLE - ODDS OF WINNING AND PRIZES IF ALL TICKETS ARE SOLD

5.1 The prize table for each RAFFLE game will be determined and announced prior to the time of the next active RAFFLE game.

The prize table for the Driven by Luxury RAFFLE game is as

Prize Category	No. of prizes	Odds	Amount Paid	% of sales	% of payout
Mercedes Benz C200 Cabriolet	10	50,000	R7,790,000	62%	31%
R50,000	20	25,000	R1,000,000	8%	4%
R10,000	155	3,226	R1,550,000	12%	6%
R1,000	2,160	231	R2,160,000	18%	9%
<b>TOTAL</b>	<b>2,345</b>	<b>213</b>	<b>R12,500,000</b>	<b>100%</b>	<b>50%</b>

The overall odds of winning a prize is 1 in 213.

5.2 Win a Mercedes Benz C200 ("Vehicle")

5.2.1 Participants stand a chance to win 10 (ten) vehicles, namely Mercedes Benz C200 Cabriolet to the value of R779, 000 each, inclusive of all related costs.

5.2.2 It is specifically recorded, and the Participant(s) specifically acknowledges, consents and agrees that the above mentioned prize will not be exchanged and/or paid in cash, and shall not be transferrable.

5.2.3 The winner(s) agrees to accept the prize on the date of the handover which date shall solely be determined by ITHUBA, and the winner(s) shall ensure that they avail themselves on the date of the hand-over.



5.2.4 Once the prize is handed over, and should the winner(s) decide to sell the vehicle, the onus for reselling the vehicle shall fall on the winner(s), and ITHUBA shall in no way be involved in the reselling and/or the buyback option/transaction.

5.2.5 In the event that the winner(s), elects to resell their prize, he/she hereby acknowledges, consents and agrees to the fact that the value of the vehicle shall not be equivalent to the prize (Mercedes Benz C200 Cabriolet) value of R779,000. The aforementioned is due to, amongst other reasons:

- i) The fact that the resell shall be subject to the terms and conditions of Mercedes Benz (or any other dealership the Participant(s)/Winner(s) chooses).
- ii) The status of the vehicle will change from "New Vehicle" to a "Pre-Owned Vehicle" as a result of the registration process.
- iii) The standard vehicle depreciation may be imposed on the value of the car.

### 5.3 Win Cash ("the Cash-Pay-out")

5.3.1 Participants of the RAFFLE game, also stand a chance to win cash prizes from the value of R1,000 to R50,000 as outlined in the Prize Table above.

5.3.2 Any winnings less than R50,000 may be validated and claimed from ITHUBA's participating National Lottery retailers. Any winnings in excess of R50,000 (Fifty Thousand Rand) may be validated and claimed at any of ITHUBA's offices nationwide.

<b>Ticket Sale Open:</b>	20 October 2019
<b>Ticket Sale Close:</b>	10 January 2020 at 20h30
<b>Draw Date:</b>	10 January 2020 at 21h00
<b>Number of Tickets Available:</b>	500,000
<b>Cost Per Ticket:</b>	R50.00
<b>Ticket Sales:</b>	R25,000,000
<b>Prize Pay-out:</b>	50%
<b>Prize Pool Value:</b>	R12,500,000

5.4 Winners have a claim period of 365 (three hundred and sixty five) days from the date of the draw of that RAFFLE game in which to claim their prize.

## 6. PRIVACY POLICY - RAFFLE

- 6.1. In the event of a cash prize of R50,000 or more, ITHUBA may use the participant's name and picture in public communications made by ITHUBA concerning and relating to winners of the National Lottery only with the participant's prior written consent.
- 6.2. All first prize (Jackpot) winners will be invited to participate in publicity. The first prize winners may be required to take part in publicity campaigns for broadcast or publishing purposes by ITHUBA with the participant's prior written consent. First prize winners that take part in any publicity will not be entitled to any payment or other remuneration for such publicity or otherwise. All publicity and other materials will be the sole property of the promoter and/or ITHUBA. Travel and accommodation expenses for first prize winners involved in any publicity event will be paid by ITHUBA or as may be directed by ITHUBA only with the participant's prior written consent.
- 6.3. Prizes will only be paid to verified prize winners according to ITHUBA's Receipt Validation Requirements, unless otherwise determined by ITHUBA from time to time and approved by the NLC Board.

## ANNEXURE 1 TO THE RAFFLE GAME RULES AND REGULATIONS

### DRIVEN BY LUXURY RAFFLE TERMS AND CONDITIONS

These Driven by Luxury RAFFLE game specific terms and conditions must be read in conjunction with the National Lottery Games General Terms and Conditions and the RAFFLE Game Rules and Regulations.

These RAFFLE game specific terms and conditions only deal with specific terms and conditions pertaining to the Driven by Luxury RAFFLE game, which shall be held during 20 October 2019 to 10 January 2020.

All participants of the Driven by Luxury RAFFLE game agree to the following specific terms and conditions pertaining to the RAFFLE game:

The draw date for the RAFFLE game will be held on the 10 January 2020. However, if (for any reason) not all RAFFLE tickets are sold by 10 January 2020, the draw for the RAFFLE may be postponed to a later date to be advised by ITHUBA and approved by NLC Board.

Once all the tickets are sold out, the game will close systematically and no additional Driven by Luxury RAFFLE tickets will be available for purchase.

### 1. INTRODUCTION

- 1.1 The Driven by Luxury RAFFLE will be run by ITHUBA Holdings (RF) Proprietary Limited.
- 1.2 Each person entering the Driven by Luxury RAFFLE agrees and accepts that the RAFFLE rules as set out in these terms and conditions are binding on him/her.

### 2. RAFFLE PERIOD

- 2.1 The Driven by Luxury RAFFLE sales will open on Sunday, 20 October 2019 and will close at 20:30 on Friday, 10 January 2020, the draw will take place the same day at 21:00 (RAFFLE sales period).

### 3. HOW TO ENTER

- 3.1 In order to be eligible to enter the competition and to receive a prize:
  - 3.1.1 You must be 18 years or older, a permanent resident of the Republic of South Africa or have a South African work permit with a South African bank account.
- 3.2 You are not eligible to enter this RAFFLE if:
  - 3.2.1 You are a director, member, partner, employee, agent or consultant of the organisers or any other person who directly or indirectly is employed by ITHUBA Holdings.

### 4. WHERE TO PLAY

- 4.1 Buy your ticket at:
  - 4.1.1 Any National Lottery retailer.
  - 4.1.2 National Lottery website: [www.nationallottery.co.za](http://www.nationallottery.co.za)
  - 4.1.3 National Lottery Mobile App.
  - 4.1.4 A2Pay.
  - 4.1.5 RA Cellular.
  - 4.1.6 SmartCall Smartload.

### 5. TOP PRIZES

There are 10 X Mercedes Benz C Class Cabriolets to the value of R7, 779,000. Winners will agree to the following terms and conditions:

- 5.1. Winners, with their prior consent, will be encouraged to attend a winners' ceremony which will be held no later than 07 February 2020 at the ITHUBA offices.
- 5.2. Travelling arrangements shall be made for all winners to receive their prize who reside out of Johannesburg to attend the prize handover ceremony if so required. Full details will be communicated to the winners by ITHUBA Winners Services within the month of January 2020.

- 5.3. Travel and accommodation expenses for jackpot prize winners involved in any publicity event will be paid by ITHUBA or as may be directed by ITHUBA.
- 5.4. Prizes will only be paid to the verified prize winner according to ITHUBA's Receipt Validation.
- 5.5. By entering this RAFFLE game, the participant authorises ITHUBA to collect, store and use (not share), in compliance with Protection of Personal Information Act, No4 of 2013, personal information of participants for marketing, communication or statistical purposes.
- 5.6. Prior written consent will be collected from the jackpot winners in order to use their names and pictures in public communications.
- 5.7. Further to the above, all top prize winners will be invited to participate in publicity. The Jackpot winners may be required to take part in publicity campaigns for broadcast or publishing purposes by ITHUBA. All top prize winners that take part in any publicity will not be entitled to any payment or other remuneration for such publicity or otherwise. All publicity and other materials will be the sole property of the promoter and/or ITHUBA, and shall only be utilised for the purposes stated herein. The prizes will not be handed or awarded to a third party. ITHUBA Holdings (RF) (Pty) Ltd reserves the right to modify or amend the terms and conditions at any time if it is deemed necessary in its opinion.
- 5.8. With prior written consent, the First Prize Winner/s or Participant/s will be take part in publicity campaigns for broadcast or publishing purposes by ITHUBA. First Prize Winner/s or Participant/s that take part in any publicity will not be entitled to any payment or other remuneration for such publicity or otherwise. All publicity and other materials will be the sole property of the promoter and/or ITHUBA.

- 5.8.1. First Prize (Jackpot) Winners may claim their Prizes within 30 (thirty) days of the Draw. If Prizes are not claimed within 30 (thirty) days of the Raffle draw, the Winners' from the Draw date, such First Prize Winners will be subjected to a minimum of 180 (one hundred and eighty) days waiting period to obtain their Prize.
- 5.8.2. The Prize/s are not transferable or exchangeable and no substitution or cash redemption of Prizes is permitted. The Prize will not be handed or awarded to a third party. Prizes will only be awarded to the verified Prize winner according to ITHUBA's Receipt Validation Requirements, unless otherwise determined by ITHUBA from time to time.
- 5.8.3. Once the prize is handed over, should winner/s decide to sell the vehicle, the responsibility falls on the winner. Ithuba is not responsible for the buy-back option. Once the vehicles are registered to the Prize Winners the status of the vehicles changes to "Pre Owned". As such, a standard depreciation of at least 10% is imposed on the value of the car.
- 5.8.4. Liability
  - 5.8.4.1 Neither ITHUBA nor any Retailer shall be responsible or liable to any person claiming an interest of whatever nature on a Ticket. ITHUBA shall not be liable to pay interest on any winnings in respect of any period during which security or other relevant checks or enquiries are in process regarding any Ticket presented for payment by a Claimant, or during any period in which a dispute relating to the validity of a Ticket or a claim has not been resolved.
  - 5.8.4.2 In the event that ITHUBA, in its absolute and sole discretion, believes that the bearer of a Ticket presented for payment or a person whose name, Identity number or address has been entered on the reverse side of the winning Ticket or who has completed a Claim Form is not the rightful owner thereof or lawfully entitled thereto, it shall be entitled to withhold payment of any Prize winnings for a period of up to 365 days after the relevant Draw

or purchase date, pending the outcome of all appropriate checks and enquiries being conducted. ITHUBA's decision will be final and binding.

5.8.4.3 ITHUBA shall not be liable to make payments of any Prize on a Ticket, which it knows or suspects has been resold or otherwise transferred by way of trade.

5.8.4.4 In no event shall ITHUBA or Retailer be liable for indirect, special or consequential loss or damage.

5.8.4.5 This document is proprietary to ITHUBA in all material respects.

5.8.4.6 The singular includes the plural, as the context may require.

5.8.5 Fraudulent / Suspected Fraudulent Tickets Lost, stolen, damaged or torn Tickets

5.8.5.1 ITHUBA will assist a Participant who reports a Valid Winning Ticket to be lost, stolen, provided that the Participant can provide sufficient information and/or evidence to validate their claim.

5.8.5.2 Torn tickets may only be paid if the National Lottery can confidently reconstruct and validate that the information contained is discernable, correct and legitimately identifiable on the Central Lottery system.

5.8.5.3 In the event that the lost or stolen Ticket, of which the detail has been reported to ITHUBA, is recovered during the Claim Period, ITHUBA will investigate the claim in determining a bona fide ownership of the Ticket.

5.8.5.4 At the sole and absolute discretion of ITHUBA, under no circumstance can lost, suspected stolen, damaged, forged or torn Ticket be paid out without approval from ITHUBA. Approval on such Ticket will require various details to be confirmed, including a full incident report and details relating to the Claimant / winner information and the Ticket.

## 5.8.6 RECEIPT Validation Requirements

5.8.6.1 An original/valid Ticket shall be the only valid proof for participation in the National Lottery Games and shall be the only valid instrument for claiming a Prize.

5.8.6.2 Before a Prize may be paid on any National Lottery Ticket, it must first be validated according to ITHUBA's Receipt Validation Requirements. ITHUBA's decision as to whether or not the National Lottery Ticket is valid shall be final and binding.

5.8.6.3 ITHUBA shall be entitled to declare a National Lottery Ticket invalid, and accordingly shall not authorise payment of any Prize, if:

- i. The National Lottery Ticket in whole or in part or fails to pass ITHUBA's confidential Receipt Validation Requirements and/or security tests.
- ii. The Control Number of an apparent winning National Lottery Ticket does not appear on ITHUBA's official list of Control Numbers of the winning Ticket.
- iii. A Valid Winning Ticket with that Control Number has been paid previously.
- iv. The Ticket does not appear on ITHUBA's list of the National Lottery Tickets issued for Entry to the particular Game, as kept on the Central Computer System.
- v. The National Lottery Ticket is mutilated, altered, unreadable, and incomplete or tampered with in any manner.
- vi. The National Lottery Ticket was not sold or issued in an authorised.

5.8.6.4 In any of the above cases, the Participant will be required to file a Claim Form with ITHUBA.

5.8.6.5 A Claimant shall be entitled to claim only the highest tier of Prize for which the validated Ticket is eligible and not any lesser Prize category or any otherwise unclaimed Prize in the particular Draw or Prize Pool.

## GLOSSARY

In this document, the singular shall include the plural and vice versa, as the context may require.

The following words and terms, whenever they appear in this document, shall have the following meanings, unless the context clearly indicates otherwise:

### Central Computer System

The computer system(s) used by ITHUBA to operate the RAFFLE game.

### Draw

The process which culminates in the selection of a set of randomly selected winning tickets for the RAFFLE game.

### Draw Procedures

The draw procedures to which any draw shall be subject as determined by ITHUBA from time to time.

### Division

The tiers within which a participant may win a prize according to the defined matching criteria set forth in the relevant prize division.

### Entry

A transaction by which a participant's entry into the RAFFLE game has been recorded as an entry on the Central Computer System.

### Game

The game of RAFFLE as detailed in this document, which shall include any game, scheme, arrangement, system, plan, promotional competition or device which comprises a Constituent Lottery (Any lottery run by ITHUBA that forms part of the National Lottery).

### Game Rules

The Rules and Regulations pertaining to the particular RAFFLE game.

### ITHUBA

ITHUBA Holdings (RF) Proprietary Limited, the third National Lottery Operator licensed under the Lotteries Act No. 57 of 1997, as amended, to operate, conduct and promote the National Lottery and Constituent Lottery (Any lottery run by ITHUBA that forms part of the National Lottery games in the Republic of South Africa).

### Lottery Processing System

The transaction processing system that controls the operation of the RAFFLE game consisting of the Central Computer System and the terminals.

### National Lottery

The National Lottery games licensed to ITHUBA to operate in South Africa.

### Participant

A member of the public (a player) over the age of 18 who purchases or otherwise acquires a RAFFLE ticket.

### Prize

A prize won by a participant in the RAFFLE game. The prizes are guaranteed and predetermined as approved by the NLC Board, from time to time.

### Prize Pool

Shall be a percentage of the net sales of entries into that draw or such larger amount as shall be determined by ITHUBA in, as approved by the NLC Board, from time to time allocated to the RAFFLE game(s).

### Prize Structure

The number, value and odds of winning prizes for RAFFLE games as determined by ITHUBA from time to time.

### Random Number Generator ('RNG')

The functional system that randomly chooses the winning RAFFLE numbers from the pool of RAFFLE numbers sold for that particular RAFFLE game.

### Receipt

A receipt that a participant obtains subsequent to playing the RAFFLE game from the retailer evidencing his/her ticket into the game.

**Receipt Validation Requirements**

ITHUBA's validation requirements for receipts representing Winning Numbers for that specific draw.

**Retailer**

Any supplier, person, firm or entity authorised by ITHUBA to sell RAFFLE entries and/or to pay certain prizes in respect of a Valid Winning Ticket of the RAFFLE game(s).

**Retailer Helpline**

The National Lottery helpline that offers customer service to retailers. This service is available via a shared call, being 0860 456 886.

**Selection**

Selection of number(s) recorded on the ticket.

**Website**

The website of the National Lottery [nationallottery.co.za](http://nationallottery.co.za) and/or mobile application.

**Terminal**

The point of sale terminals with an online connection to the Central Computer System and which shall be used for the issuance of valid receipts and for the validation of Valid Winning Tickets.

**Ticket**

Ticket issued by a terminal and sold by an authorised retailer in an authorised manner that indicates the unique number that will serve as evidence for a prize claim.

**Valid Winning Ticket**

A winning RAFFLE receipt which meets all the RAFFLE receipt validation requirements, from time to time.

**VAT**

Value Added Tax levied at 15%.

**Winning Numbers**

A selection which entitles a participant to a prize in the category applicable to the correct numbers selected.



**SPORTSTAKE 8**

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## **RULES AND REGULATIONS**



## 1. ABOUT SPORTSTAKE 8

The following are the essential Game features for SPORTSTAKE 8:

- 1.1. The National Lottery Game in which the Participant correctly predicts both first half and second half outcomes of several football matches. In particular, Participants will have to predict the outcomes (1, X, 2) for each half of eight predetermined matches drawn from South African, UK, Spain, Germany, France, Italy and any other International professional soccer fixtures, as ITHUBA may identify from time to time.
- 1.2. The cost of each Entry /board will be R2.00 inclusive of VAT.
- 1.3. The maximum price for a wager will be limited to R2000.00 per Participant.
- 1.4. Teams included in each of the fixtures are listed in the order of Home Team versus Visiting Team. As such, the team mentioned first will always be the Home Team. Where a fixture is played at a neutral venue for whatever reason, the Home Team will be the team mentioned first on the Fixture List.
- 1.5. A Board is a grid of eight fixture result predictions denoted as [1]; [X]; [2] for each of the two halves in a football game where:
  - 1 = Home Win
  - X = Draw
  - 2 = Away Win

## 2. STATUS OF THESE RULES

- 2.1. These Rules are for the SPORTSTAKE 8 Game, which constitute the contractual rights and obligations of ITHUBA to Participants, and may be amended from time to time.

## 4. SPORTSTAKE 8 PROCEDURES AND DESCRIPTIONS

### 4.1. PLAYING THE SPORTSTAKE 8 GAME

- 4.1.1. The Participant may participate in the SPORTSTAKE 8 Game by predicting 1st and 2nd half outcomes of matches featured in an official 'Fixture List'.
- 4.1.2. A Bet Slip shall be processed through the Terminal by the Retailer, and the relevant valid Receipt will be issued only through that same Terminal.
- 4.1.3. Selections can also be entered manually into the Terminal by the Retailer, and the relevant valid Receipt will be issued only through that same Terminal.
- 4.1.4. If the Bet Slip is rejected by the Terminal, there is no valid Entry.
- 4.1.5. If an Entry is not recorded on the Central Computer System for any particular Draw, the Entry shall not be valid.
- 4.1.6. If a fixture (or half) is abandoned, cancelled, rescheduled, postponed or for other reasons not available for resulting and settlement, from or by an ITHUBA's verified source, after the list is published but before the match starts, then all Selections for that Fixture are to be settled as correct, i.e. the results will be 1, X and 2 for that fixture.

### 4.2. Methods of Participating

- 4.2.1. SPORTSTAKE 8 Receipts will be sold every day during the normal business hours of the Retailers' authorized to sell the said Receipts.

- 4.2.2. The sale period for any given SPORTSTAKE 8 Fixture List will close 30 minutes before the start of the earliest match on the list.
- 4.2.3 The total number of fixtures shall be set at eight (8).
- 4.2.4 Results are recorded as the score at the end of each 45-minute period plus the referee's additional time but excludes extra-time and penalty shootouts
- 4.2.5 If an event is suspended and restarted before the results are entered into the system, the actual results of the match will be considered as contained above.
- 4.2.6 There will be no Multi – Draw option for the SPORTSTAKE 8 Game, i.e. players cannot play for the same prediction on the same board for future draws.
- 4.2.7 The Participant of SPORTSTAKE 8 can choose their Selections in the following ways:
- Presenting a completed Bet Slip to a Retailer. On any one Bet Slip, a Participant may make a Selection from a minimum of one Board and a maximum of the number of Boards available on the Bet Slip. Each Selection is made by manually marking the selected First Half /Second Half outcomes for all eight fixtures, and by marking the "Multi-Play box" if more than one outcome has been marked in any of the fixtures.  
A selection can also be made by selecting a PROPICK functionality option on the bet slip.  
The completed Bet Slip is processed through the Terminal which will issue the Receipt recording each Selection marked on the Bet Slip.
  - By indicating in person to the Retailer the selected outcomes to be entered manually directly into the Terminal, either as single Boards or Multi-Play.

- Any Alternate Sales Channel other than the Terminals where a Participant can purchase an Entry into SPORTSTAKE 8, by Selection of fixtures outcomes.

- 4.2.8 Limitation apply to the Selection of a PROPICK option and a simple bet multi-play on the same bet slip. A player may request a PROPICK option over the counter and make use of the bet slip to place their own selection.

#### 4.3 . Winning Selections

A Participant who matches 16, 15, 14 or 13 outcomes will share the winning Pool of that Prize Division.

- 4.3.1. Prize Division 1 – Match 16: Means that the Participant has correctly matched First Half and Second Half outcomes for all eight games in the Fixture List ("MATCH 16").
- 4.3.2 Prize Division 2 – Match 15: Means that the Participant has correctly matched 15 outcomes from the Fixture List ("MATCH 15").
- 4.3.3 Prize Division 3 - Match 14: Means that the Participant has correctly matched 14 outcomes from the Fixture List ("MATCH 14").
- 4.3.4 Prize Division 4 – Match 13: Means that the Participant has correctly matched 13 outcomes from the Fixture List ("MATCH 13").
- 4.3.5 Prize Pools
- 4.3.5.1. Subject to rounding down, the amount allocated by ITHUBA to the Prize Fund for payment of Prize(s) for a Draw shall be 50% of the net sales of Entries made into that Draw or such larger amount as shall be determined by ITHUBA in its sole and absolute discretion, from time to time.

- 4.3.5.2. The allocation of the Pool Fund to each of the remaining Prize categories shall be in accordance with the following provisions:
- In the event that there are no winners in Division 1, then the Prize Pool for this Division shall be rolled over to the next Draw's corresponding Division.
  - In the event that there are no winners in Division 2, then the Prize Pool rolls down to the lower Divisions. The roll down will be split and be allocated equally to the lower Divisions. I.e. the split will be 50/50 to Divisions 3 and 4.
  - In the event that there are no winners in Division 3, then the Prize Pool for that Division will be allocated down to Division 4.
  - In the event that there are no winners in Division 2-4, then the Prize Pool shall be rolled over to the next Draw's Division 1.
- 4.3.5.3. If the Prize in any Division (after the Prize Fund has been divided by the number of winners) is below R0.05 (five cents) that entire Prize Fund shall roll over to Division 1 in the next Fixture List.
- 4.3.5.4. Share amounts shall be rounded to the nearest 10 cents as follows: E.g. R1.55 shall be R1.60; R1.54 shall be R1.50.

#### 4.3.6. Approximate Odds of Winning and Prize Structure:

- 4.3.6.1. Single entry winners will be paid prizes according to the highest prize that they have won i.e. if a player matches 16 outcomes on the same board he/she will receive the prize allocated for matching 16 correctly and the player will not receive a prize for matching 16, 15, 14 and 13 but only for the highest prize.
- 4.3.6.2 The following table sets forth the probability of winning and the allocation of the Pool Fund:

Prize Division	Pool Fund
<b>1</b>	<b>40%</b>
<b>2</b>	<b>20%</b>
<b>3</b>	<b>15%</b>
<b>4</b>	<b>25%</b>

The odds will be approximately 1:1,500,000 depending on the match selections.

## 5. CANCELLATION OF TICKETS

SPORTSTAKE 8 tickets may be cancelled after being issued (purchased), on condition that:

- 5.1. The ticket is returned to the issuing terminal;
- 5.2. The ticket is presented within two hours of the time of purchase, or the close of ticket sales for the day, or the close of sales prior to the draw, whichever is the earlier; and
- 5.3. The barcode scanning device of the terminal can read the ticket and cancel it. Should the terminal not be able to cancel the ticket, the Retailer will contact ITHUBA's Call Centre for assistance.
- 5.4. Tickets purchased from Mobile App, SMS, USSD and the Website shall not be cancellable.

## 8. GLOSSARY

The following words and terms, whenever they appear in these Rules, shall have the following meanings, unless the context clearly indicates otherwise:

### ***Bet Slip***

A preformatted form bearing the numbers from which a Participant can make his/her Selection to make an Entry into the SPORTSTAKE 8 Game.

### ***Board***

Means the selection of numbers on the Bet Slip for a National Lottery Game as per these Rules.

### ***Central Computer System***

The computer system/s used by ITHUBA to operate the SPORTSTAKE 8 Game.

### ***Constituent Lottery***

Any lottery conducted by ITHUBA that forms part of the National Lottery.

### ***Draw***

The process of entering fixture list results into the system in order to declare dividends due to participants, both jackpot and consolation winnings – this is a verified process done in the presence of independent auditors.

### ***Division***

The prize tiers within which a Participant may win a Prize according to the defined matching criteria set forth in the relevant Prize division.

### ***Entry***

A transaction by which a Participant's entry into the SPORTSTAKE 8 Game has been recorded as an entry on the Central Computer System. An entry may also be referred to as a bet or a wager.

### ***Fixture List***

A list of eight (8) future fixtures to be played, making up the Wager Selection applicable for a specified soccer event.

This list will be available from Retailer outlets and other sources, such as the media, preceding the listed fixtures. Every Fixture Lists will have a unique number.

### ***Game***

The game of SPORTSTAKE 8 as detailed in these Rules, which shall include any game, scheme, arrangement, system, plan, promotional competition or device which comprises a Constituent Lottery.

### ***ITHUBA***

ITHUBA Holdings (RF) Proprietary Limited, the Third National Lottery Operator licensed under the Lotteries Act No. 57 of 1997, as amended, to operate, conduct and promote the National Lottery and Constituent Lottery Games in the Republic of South Africa.

### ***Lottery Processing System***

The transaction processing system that controls the operation of the SPORTSTAKE 8 Game consisting of the Central Computer System and the Terminals.

### ***Multi-Play***

A Selection marked on the Game Board when a Participant selects multiple outcomes for one or more fixtures.

### ***National Lottery***

Means the national lottery Games licensed to ITHUBA to operate in South Africa.

### ***Participant***

A member of the public (a player) over the age of 18 who purchases or otherwise acquires a Receipt.

### ***Pool***

The amount allocated to each Prize category.

### ***Prize***

An amount won by a Participant in the SPORTSTAKE 8 Game. The Prizes can be also guaranteed Prizes or Prizes in kind.

### **Prize Fund**

Shall be a percentage of the net sales of Entries into that Draw or such larger amount as shall be determined by ITHUBA in its sole and absolute discretion from time to time allocated to the SPORTSTAKE 8 Game.

### **PROPICK**

An intelligent QUICK PICK system whose function is to support the Participant in selecting sixteen (16) outcomes, whereby the Lottery Processing System produces a pre-defined Multi-Play Bets with “weighted” outcomes on behalf of the Participant. There are eight predefined Multi-Play bet available.

### **Receipt**

A National Lottery receipt (Lottery ticket) given by the Retailer as issued by the Terminal to a Participant subsequent to playing the SPORTSTAKE 8 Game which records a Participant’s Entry into the SPORTSTAKE 8 Game.

### **Retailer**

A supplier, person, firm or entity authorised by ITHUBA to sell the SPORTSTAKE 8 Entries and/or to pay certain Prizes in respect of Valid Winning Receipt of the SPORTSTAKE 8 Game.

### **Rules**

These Game rules and regulations for SPORTSTAKE 8 as detailed herein, and as may be amended from time to time.

### **Selection**

Participant’s selection for the outcome of each half on matches featured in a SPORTSTAKE 8 list, 1=Home win, X=Draw, 2=Away win; and which is recorded on a Receipt issued in accordance with these Rules.

### **Site**

The website of the National Lottery <https://www.nationallottery.co.za>

### **SPORTSTAKE 8**

A National Lottery Game consisting of eight fixtures where players predict the outcome of preselected

soccer matches for each of the fixture (First Half and Second Half).

### **SPORTSTAKE 8 Procedures**

Any procedures or conditions issued by ITHUBA, from time to time, which apply to the SPORTSTAKE 8 Game and which may from time to time, include among other information on how Prizes are won, the Prize Structure and the method of selling or entering the SPORTSTAKE 8 Game.

### **SPORTSTAKE 8 Receipt Validation Requirements**

ITHUBA’s validation requirements for Receipts representing winning numbers for that specific Draw.

### **Terminal**

The point of sale terminals with an on-line connection to the Central Computer System and which shall be used for the issuance of valid Receipts and for the validation of Valid Winning Receipts.

### **Valid Winning Receipt**

A winning SPORTSTAKE 8 Receipt (Ticket) which meets all the SPORTSTAKE 8 Receipt Validation Requirements in force at ITHUBA, from time to time.

### **VAT**

Value Added Tax levied in terms of the VAT Act No. 89 of 1991, as amended.

### **Winning Selection**

A Selection which entitles a Participant to a Prize in the category applicable to the correct numbers selected. In these Rules, the singular includes the plural, as the context may require.