

# Texas Lottery® Retailer Support

December 18, 2009

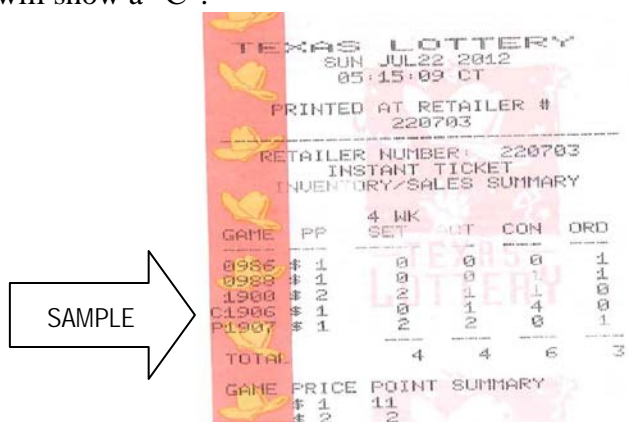
## Frequently Asked Questions – Closing Games

### What is a Pre-Call Notice for Closing Games?

Beginning March 2009, the public will be provided 30 day notice prior to the Call Date for any game that is closing with unclaimed top prizes. Lottery Sales Reps will not pick up games that are in Pre-Call status.

### How will I know when a game is Pre-Called?

1. The terminal inventory report will show a “P” for all games in Pre-Call status. Called games will show a “C”.



GAME	PP	4 WK SET	OUT	CON	ORD
0986	\$ 1	0	0	0	1
0989	\$ 1	0	0	1	1
1900	\$ 2	2	1	1	0
C1906	\$ 1	0	1	4	0
P1907	\$ 1	2	2	0	1
TOTAL		4	4	6	3

GAME PRICE POINT SUMMARY  
\$ 1 11  
\$ 2 2

2. The Web site will have a *Pre-Closure* section for games in Pre-Call status until their Call Date when they will move to the *Games Closing Soon* Web page.
3. The *Game Close Analysis* will publish on each game’s individual Web page below the *Game Procedures*.
4. The *End of Game Notice* flyer will include a column for Pre-Call dates and an explanation of Pre-Call.

### Other Changes:

1. On the closing game’s individual Web page, the *Closing Soon* starburst will state if the game has unclaimed top prizes or not.
2. The *Closing Soon* Web page will display closing games in two categories: game closing with unclaimed top prizes and games closing with zero top prizes.
3. Any game in Pre-Call status will immediately move to Called status if the last top prize is claimed.
4. The following disclaimer appears in numerous communications to players and retailers.

NOTICE: Game closing procedures may be initiated for documented business reasons. These games may have prizes unclaimed, including top prizes. Game closing procedures will be initiated when all top prizes have been claimed. During closing, games may be sold even after all top prizes have been claimed. For more current information about scratch-off games, call 1-800-37-LOTTO.

Questions? Contact Texas Lottery Customer Service at 1-800-375-6886.

