

# Texas Lottery® Retailer Support

February 5, 2016

## Frequently Asked Questions – Stolen and Lost Tickets

### I just discovered scratch tickets were stolen from my store, what do I do?

Within 24 hours of discovering a theft or loss:

1. Contact local law enforcement to report the theft and obtain a case number. In some situations a case number is not immediately available. **Do not let this delay your report to the IGT Hotline.**
2. Call the IGT Hotline, **800-458-0884**, and provide the game, pack and ticket numbers of missing inventory. The Hotline is available **24 hours, 7 days a week.**
3. The case number may be provided after the initial call to the IGT Hotline.

A retailer's account may be credited for a range of activated or settled tickets in a pack reported as stolen or lost provided that no validations have occurred on tickets in the range reported as stolen or lost if:

- A. the pack has been stolen and the retailer, within 24 hours of the discovery of the theft, has made a formal report of such theft to both: (1) appropriate local law enforcement authorities, and (2) the Texas Lottery Security division through the IGT hotline;
- B. the pack has been lost and cannot be located by the retailer and the retailer, within 24 hours of discovery of the loss, has made a formal report of the loss to the Texas Lottery Security division through the IGT hotline.

The agency may charge a retailer an administrative fee of \$25 for each un-activated pack of tickets. (*Reference: Rule §401.370 Retailer's Financial Responsibility for Lottery Tickets Received and Subsequently Stolen or Lost*)

### What does all of that mean to me?

If you report tickets as stolen or lost and no validations have occurred on those tickets, you may receive credit for them. The sooner you report a theft or loss, the sooner the tickets can be entered in the system and minimize your liability. If validations occur on the tickets, you will be responsible for the range of tickets in which the validations occurred. An administrative fee of \$25 per pack of tickets will apply to confirmed packs reported lost or stolen. In order to complete the process for reporting tickets as stolen to the Texas Lottery, you must provide a local law enforcement case number.

**REMEMBER: THE SOONER YOU REPORT A THEFT OR LOSS, THE SOONER YOU CAN LIMIT YOUR FINANCIAL LIABILITY.**

If you have questions, contact us at **800-375-6886** or [RetailerWebHelp@lottery.state.tx.us](mailto:RetailerWebHelp@lottery.state.tx.us). Our business hours are 7:00 a.m. to 5:30 p.m. Monday-Friday. Your lottery sales representative also may provide assistance.



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AND VETERANS