

FOR IMMEDIATE RELEASE

MEDIA CONTACT: Media Relations, 512-344-5131

mediarelations@lottery.state.tx.us



SUPPORTING TEXAS EDUCATION
AND VETERANS

TEXAS LOTTERY ISSUES INSTRUCTIONS FOR REQUESTING PRIZE CLAIM APPOINTMENTS; CLAIM CENTERS REOPENING PLANNED FOR JUNE 1

Health and safety precautions to be in place at all locations

(AUSTIN) – As the Texas Lottery Commission prepares to reopen its [claim centers](#) on an appointment-only basis to prize claimants on Monday, June 1, 2020, the agency has issued instructions for requesting an appointment and details on health and safety precautions that will be in place.

Players who wish to claim a lottery prize at a claim center must request an appointment online at www.txlottery.org/appointment or by calling **800-375-6886**. Prize claimants will be required to provide their full name, phone number and preferred claim center location at which to complete their prize claim process. **Walk-in claims will not be accepted** and unscheduled claimants will not be admitted into any Texas Lottery facility. The claim centers will operate under this method for an undetermined period of time and until further notice.

After an appointment request has been submitted, the Texas Lottery will call the claimant to schedule a date and time for processing their claim. Once an appointment is scheduled, a claimant should prepare to bring proper identification, the winning ticket(s) and a completed [claim form\(s\)](#) to their appointment.

To protect the health and safety of both lottery employees and claimants, recommended cleaning guidelines will be followed at each claim center and lottery staff will be wearing personal protective equipment, including face coverings and gloves. The Texas Lottery strongly encourages all claimants to wear a cloth face covering or non-medical grade face mask during each appointment and to review the information at <https://www.dshs.texas.gov/coronavirus/> prior to arriving at their scheduled appointment. In addition, each claim center location may have venue-specific guidelines for maintaining social distancing while on the premises.

As a reminder, prizes of \$599 or less may continue to be paid by any Texas Lottery® retailer and all winning scratch and draw game ticket prizes of up to \$5 million may continue to be claimed via mail.

(more)

To claim by mail, the ticket must be postmarked on or prior to the ticket expiration date and should be mailed to:

Texas Lottery Commission
ATTN: Austin Claim Center
PO Box 16600
Austin, TX 78761-6600.

Please allow 4-6 weeks for mail-in claims to be processed. For additional information, and for mail-in claim forms, please visit our website:

https://www.txlottery.org/export/sites/lottery/Winners/Claim_Your_Prize/index.html.

All Lotto Texas[®], Powerball[®] and Mega Millions[®] grand or jackpot prizes regardless of the amount, all prizes paid out in annuity payments, and any prize greater than \$5 million will continue to be processed by appointment only at the Texas Lottery Commission headquarters in Austin.

A ticket holder forfeits any claim to a prize for a draw game after the expiration of the 180th day following the draw date; and for a scratch ticket game after the expiration of the 180th day following the official "end of game" as determined by the Commission. These deadlines may be extended for a period of time for certain eligible military personnel. Unclaimed prizes revert back to the state for programs authorized by the Texas Legislature.

About the Texas Lottery

Beginning with the first ticket sold in 1992, the Texas Lottery has generated more than \$30 billion in revenue for the state and distributed \$64 billion in prizes to lottery players. Since 1997, the Texas Lottery has contributed \$24.9 billion to the Foundation School Fund, which supports public education in Texas. As authorized by the Texas Legislature, certain Texas Lottery revenues benefit state programs including the Fund for Veterans' Assistance. Since the first veterans' themed scratch ticket game was launched in 2009, the Texas Lottery has contributed more than \$134 million for programs supporting Texas veterans.

The Texas Lottery provides several entertaining games for lottery players including Powerball[®], Mega Millions[®], Lotto Texas[®], All or Nothing[™], Texas Two Step[®], Pick 3[™], Daily 4[™], Cash Five[®] and scratch ticket games. For more information visit us on Facebook, Twitter, Instagram, YouTube or at www.txlottery.org. PLAY RESPONSIBLY.

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