

Texas Lottery® Retailer Support

February 5, 2016

Frequently Asked Questions – Policies and Practices

Am I financially responsible for tickets damaged by fire or flood?

Tickets are considered damaged or destroyed if rendered unsalable through circumstances or events not the fault of the retailer. Follow these guidelines when requesting credit for damaged tickets.

1. Call the IGT Hotline at **800-458-0884** to report damaged or destroyed tickets as soon as possible and no later than three (3) weeks from the occurrence or event.
2. If tickets were damaged or destroyed by fire, retailer must make a formal report to appropriate fire department authorities within 24 hours of discovery of the fire and provide the Texas Lottery Operations Division a copy of the fire marshal's report that identifies the location and cause of the fire.
3. If tickets were damaged or destroyed other than by fire, retailer must provide the Texas Lottery Operations Division a copy of the insurance claim or receipt for repairs that identifies damage at the retail location related to the damaged or destroyed tickets reported.
4. Retailers may receive credit for a range of activated tickets that are damaged or destroyed if no validations have occurred on tickets in the range reported.
5. There is an administrative fee of \$25 for a pack of un-activated tickets that is damaged. The fee *may* be waived in circumstances caused by an overwhelming, unpreventable event caused exclusively by forces of nature and where the retailer complied with reporting requirements.
6. Credit for damaged tickets may be granted for no more than two separate incidents in a 12-month period except in circumstances caused by an overwhelming, unpreventable event caused exclusively by forces of nature.

NOTE: An activated pack of tickets is a pack of tickets that has been delivered to a retailer and is shown as **Active** in the lottery management system.

An un-activated pack of tickets is a pack of tickets in **Available**, **Issued** or **Confirmed** status in the lottery management system.

For more information, contact Texas Lottery Retailer Services at **800-375-6886** or **RetailerWebHelp@lottery.state.tx.us**. Our hours are 7:00 a.m. to 5:30 p.m. Monday - Friday. Your Lottery Sales Representative also may assist you with any questions.



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AND VETERANS