



Texas Lottery® Retailers

You are Important to Us, Avoid Lottery Violations

The Texas Lottery Commission promotes and ensures integrity, security, honesty and fairness in the operation and administration of the lottery. We exercise strict control and close supervision over all lottery games conducted in this state.

As a licensed lottery retailer, you are a very important part of ensuring the security and integrity of lottery games.

Over a 4-year period from FY 2014 through FY 2017, the Texas Lottery resolved 1,412 complaints alleging violations. Some complaints required field investigations of possible administrative and criminal violations.

FY 2014 - 2017

Complaints Resulting in Disciplinary Action

319 = 23%

5 Most Investigated Violation Complaints

1

Licensee fails to pay a valid prize the licensee is required to pay.

2

Licensee endangers the security and/or integrity of the lottery games run by the commission.

3

Licensee and/or its employees exhibit discourteous treatment including, but not limited to, abusive language towards customers, commission employees or commission vendors.

4

Licensee refuses or fails to sell lottery tickets during all normal business hours of the lottery retailer.

5

Licensee conditions redemption of a lottery prize upon the purchase of any other item or service.

We know the great majority of our licensed retailers conduct their business with integrity and fairness. While the number of violations is a small percent of all transactions, **we take violations of lottery laws and rules very seriously.**

Penalties range from **WARNING LETTERS** to **LICENSE SUSPENSION** or **REVOCAION**. Other factors could result in additional penalties, including restitution.

It is up to you to **avoid lottery violations**. A complete list of violations is available at **txlottery.org/Retailers/Retailer Guide**.

If you have any questions or would like more information about lottery violations, please call **800-375-6886**. We can provide training related to specific lottery rules and other assistance.



Texas Lottery

800-375-6886 M-F 7:00 a.m. - 5:30 p.m. C.T.

txlottery.org