



Player Security Reminders

With reports of fraud, theft and scams occurring every day, we all need to remember to protect ourselves and double-check the information we receive. Following a few easy reminders can help us all protect ourselves from con artists, scams and other theft.

The Iowa Lottery is committed to ensuring that all aspects of our games are conducted in a secure manner with fairness and integrity. The only lottery that is legally authorized to operate in Iowa is the Iowa Lottery.

If you receive suspicious materials, telephone calls or e-mails or if you are ever in doubt about information that supposedly came from a legitimate lottery, you can call the Iowa Lottery and ask for our Security Department; e-mail the lottery at: wmaster@ialottery.com; or mail information to the lottery at the address below. It will be helpful if you can provide us with a copy of any correspondence you received and/or the Web site address of any suspicious Internet site. The Iowa Lottery's contact information is:

Iowa Lottery
2323 Grand Ave.
Des Moines, IA 50312
Telephone: 515-725-7900 (TTY Relay Iowa: 1-800-735-2942)

Security Tips At The Retail Level

The first line of defense in consumer protection is always for players to arm themselves with the information they need to determine whether their tickets have won a prize. That's much the same thing we all should be doing to ensure, for example, that a clerk has given us the proper change or that the milk we bought at the local store rang up for the right price.



There are lots of ways that you as a lottery player can check the results of your tickets:

- Watch the televised drawings in lotto games.
- Check the information here on the lottery Web site.
- Ask retailers to print out winning numbers from the lottery terminal.
- Call one of the lottery's five regional offices around the state for information.
- Listen to lottery results on local radio stations.
- And check lottery results in local newspapers.

However, we believe there is no substitute for player responsibility and player diligence, despite all the assistance that we can provide. Listed below are some other suggestions to keep our games fun and safe.

- Always sign the back of your ticket. This can help prevent someone from trying to cash it in the event it becomes lost or stolen. If your ticket is lost or stolen, report the matter to Lottery Security and your local police or sheriff's office.

- If you select your own numbers or use a play slip, always check your tickets at the time of purchase to make sure the numbers on them match the numbers you selected.
- The Iowa Lottery has customer display units along with its sales and validations terminals in retail locations that sell lotto tickets. The customer display unit shows the results of a particular transaction, and players can see the information on the screen. If you disagree with a retailer about a particular ticket when you are trying to have it validated, you can always ask for the ticket back and send it to the Iowa Lottery, where we will check it. In fact, Iowa Lottery customers at any time are welcome to send their tickets directly to the lottery, where lottery staffers can validate them.
- If you purchase a scratch-off ticket, check it and make sure the latex has not been previously scratched anywhere on the ticket. If the ticket appears to have been tampered with, contact Lottery Security immediately.
- If you purchase a pull-tab ticket, check it to make sure the perforations along the paper tabs have not been broken. If the ticket appears to have been tampered with, contact Lottery Security immediately.
- It is illegal for Iowa Lottery retailers to charge a commission or fee for cashing a winning ticket. If this occurs, contact Lottery Security immediately.
- Only buy lottery tickets from authorized Iowa Lottery retailers. If you are approached by someone offering a "winning ticket" for cash, refuse the offer and contact Lottery Security immediately.

Security Reminders Printed On Iowa Lottery Tickets

- The Iowa Lottery provides customer-security reminders on the back of both its **lotto** and **instant-scratch** tickets. The following information is printed on the back of instant-scratch tickets sold in Iowa:

"If you believe you have won, and the terminal rejects or a retailer disputes the validity of your prize claim, submit your claim directly to: Iowa Lottery, P.O. Box 10474, Des Moines, IA 50306-9996. All risks of redeeming the ticket remain with the player."



- The following information is printed on the back of lotto tickets sold in Iowa:

"Players should check tickets prior to leaving Lottery retailer. Make sure your ticket represents the game and numbers you want and the drawings you want to enter. Players are responsible for determining whether a ticket is a winner. The Lottery recommends players use the following sources: watch the televised drawing (if available); listen to local radio station (if available); check local newspaper (if available); call Lottery offices (telephone numbers provided in brochure); ask retailers to print winning numbers from the terminal; check the Lottery home page at www.ialottery.com.

"Sign ticket before claiming. Parent or guardian must also sign ticket for any claimant who is a minor.

"If you believe you have won, and the terminal rejects or a retailer disputes the validity of your prize claim, submit your claim directly to: Iowa Lottery, P.O. Box 10474, Des Moines, IA 50306-9996. All risks of redeeming the ticket remain with the player."

See the back of your ticket for important information about rules and your rights and responsibilities as a player.



Beware Of Lottery Scams

- The only lottery that is legally authorized to operate in Iowa is the Iowa Lottery. If you receive suspicious materials, telephone calls or e-mails or if you are ever in doubt about information that supposedly came from a legitimate lottery, call the Iowa Lottery and ask for our Security Department.
- Never accept a collect telephone call from someone claiming to be a lottery official! Legitimate lotteries do not call collect.
- Never believe a letter, phone call or Internet message from someone who claims they can guarantee you a prize! Legitimate lotteries do not guarantee that you will win a prize and do not require people to join prize pools to play.
- Never purchase tickets from foreign lotteries by phone, mail or the Internet. The sale and trafficking in foreign lottery tickets is a violation of federal criminal law.
- Never agree to help a stranger cash a lottery ticket. If you do, more than likely you will become the victim of a "pigeon drop" scam. If you are approached by a stranger asking for help cashing a ticket, contact Lottery Security and your local law enforcement immediately.
- Unless you specifically entered an Iowa Lottery promotion, you will never be contacted by us informing you that you have won any prize.
- Keep your credit card and bank account numbers to yourself. Scam artists will often ask for them with the goal of accessing your accounts and stealing your money!
- Never pay processing fees, insurance or commissions to claim a lottery prize. Legitimate lotteries do not require winners to pay anything up front to receive a prize.

Reporting Fraud

- The contact information for the Iowa Lottery's Security Department is given on page 1. You also are encouraged to report suspicious information or fraud attempts to your local police or sheriff's office.
- In addition, you may also report suspected fraud to:

Iowa Attorney General
Consumer Protection Division
1305 E. Walnut St.
Des Moines, IA 50319
515-281-5926; 1-888-777-4590
E-mail: consumer@ag.state.ia.us (be sure to add your full name, mailing address and telephone number).

- The Federal Trade Commission also works for the consumer to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumers spot, stop and avoid them. To file a complaint or to get free information on consumer issues, visit www.ftc.gov or call toll-free: 1-877-FTC-HELP (1-877-382-4357). TTY: 1-866-653-4261. The mailing address for the FTC is:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave. NW
Washington, D.C. 20580
www.ftc.gov
1-877-FTC-HELP (1-877-382-4357)
TTY: 1-866-654-4261