



*State of Illinois  
Department of the Lottery*

## INSTANT GAME CLOSURE POLICY

Effective: January 2019

## POLICY STATEMENT

The Department of the Lottery establishes criteria for closing Illinois Lottery instant games.

### PURPOSE

In continued support of transparency, the Department of the Lottery has detailed the criteria it uses for ending the sale of an instant game and removing it from the market. The following policy sets forth that criteria.

### DEFINITIONS

1. **Top Tier Prize** means the highest-valued prize offered in the game's prize structure.
2. **Instant Game Ending Distribution (IGED)** and **Clean-Up (CU)** Memorandums provide key dates for the end of distribution of an instant game to retail and the removal of an instant game from the market.

### POLICY

1. The following criteria is used to determine when an instant game can be closed:
  - a. **Last Top Tier Prize Claimed.** When the last Top Tier Prize is claimed, the game will be closed. A game that offers a prize of equal or greater value to that of the Top Tier Prize that is won through a "second-chance drawing" from mail or electronic entries may continue to be sold after the last Top Tier Prize has been claimed in the game.
  - b. **Game Performance.** The Lottery may decide to close a game based on the performance of that game, even if Top Tier Prizes remain unclaimed. The reason or combination of reasons include, but are not limited to:
    - i. Subpar sales performance versus threshold levels of sales within that game's price point
    - ii. High percentage of tickets sold
    - iii. Low value of remaining prizes in the game
    - iv. High percentage of ticket books that will auto-settle after 90 days
    - v. Available inventory of tickets in the warehouse
    - vi. Percentage of distribution of tickets at retailers.
  - c. **Security/Integrity Threat.** In the event of an issue being identified that either threatens the security or integrity of a specific game or compromises the players' experience (game play, comprehension of a win, etc.), the Lottery could initiate game closure and/or the withdrawal tickets from retail.
  - d. **Other Considerations.** Other business considerations may affect when a game is closed. For example, game closure procedures for specialty tickets may vary based on input from the beneficiary organizations, though they will not remain on sale after the last Top Tier Prize has been claimed.

2. Once it is determined a game will end, game ending initiation shall commence no later than the business day after confirmation, to the extent practical. The game ending initiation begins with the issuance of an Instant Game Ending Distribution (IGED) Memorandum. The IGED Memorandum includes:
  - a. The last date the game will be available for distribution to retail. The game will remain for sale in retail after the IGED Memorandum is issued.
3. Once the IGED Memorandum is issued, the current retail inventory levels and sales of the game are monitored to determine when the clean-up process should begin. Once the Clean-Up (CU) start date is determined, a CU Memorandum is issued which includes:
  - a. The IGED date and the date the CU process will begin. Once the CU process begins, instant ticket books for the game that haven't been activated for the purpose of sale can no longer be activated. Books activated prior to the CU start date, can still be sold.
  - b. The End of Game date is the date CU ends and the date by which unsold game tickets shall be returned to the Illinois Lottery from retailer locations. The End of Game date shall be as soon as practicable, with the goal of having all unsold game tickets returned from retailers within 4 – 6 weeks after the start of the CU process.
  - c. The End of Validation date is the last date available for a player to validate a ticket for the purpose of redeeming or claiming a prize. This date is one year from the End of Game date and can be found on the Illinois Lottery website or by calling the player hotline.