



Illinois Lottery Retail FAQ

June 2, 2020:

In response to the recent damage to retail outlets in Illinois, below are responses to frequently asked questions.

For immediate support, you can reach out directly to your LSR or contact the Retailer Hotline (1-844-806-8930) and they will be able to assist you. This number can also be found on the side of your photon terminal.

What should I do if Illinois Lottery equipment and/or Instant tickets from my store have been stolen or damaged due to recent events?

- To report stolen or damaged ticket inventory, contact the Intralot hotline at 1-844-806-8930, option 5.
- To report stolen or damaged equipment, contact the Intralot hotline at 1-844-806-8930, option 2.
- Please gather the following information prior to calling:
 - Retailer ID
 - Stolen Tickets: Game and pack number
 - Damaged Equipment: Name of item

I have contacted the Intralot hotline number, but haven't been able to speak to anyone to report my tickets stolen.

- A retailer may also report stolen tickets by sending an email to LOT.RetailServices@Illinois.gov.
- A representative will contact you as soon as possible to assist.
- Please be sure to provide the following information in your email:
 - Retailer ID
 - Your name
 - Telephone Number
 - Stolen Tickets: Game and pack number

- Damaged Equipment: Name of item

What about the cost of damaged/stolen instant ticket inventory?

- The Lottery will adjust sales and commissions for retailers who have reported instant tickets stolen.
- Credits will also be given for any winning tickets validated prior to those tickets being reported as stolen.

What should I do if a player tries to claim a prize on a ticket that may be stolen?

- A number of instant ticket books have been marked as stolen - some of these books were partially sold before this.
- If a customer presents a ticket in your store from one of these books, the terminal will display a message for a player to “Please visit the Illinois Lottery claim center”.
- When a message displays on the terminal “Please visit the Illinois Lottery Claim Center” the winning ticket cannot be claimed in-store and needs to be claimed via a claim center.
- Because claim centers are currently closed, anyone holding one of these tickets should be directed to the Illinois Lottery website (IllinoisLottery.com/winning) for more information on claiming their prize via mail.
- Unfortunately, some of these tickets will be valid prize claims. Please assure the player that all valid prize claims will be paid out.

What do I need to do if I temporarily close my store?

- If you close your Lottery business during this time, please contact your LSR who can help make an appropriate sales status change to your active account.
- If you do not know how to contact your LSR, please contact the Retailer Hotline 1-844-806-8930 and they will be able to assist you.
- A retailer may also report store closure by sending an email to LOT.RetailServices@Illinois.gov.

What happens to my active stock of Instant Tickets if I close my store?

- Please secure inventory of Instant Tickets as you would cash or any other high-value item in your store. This will allow you to begin selling immediately once your store reopens.

I have permanently closed my store, what do I need to do?

- Please secure any inventory of Instant Tickets, treat as you would cash, or any other high-value item in your store.
- When your Lottery Sales Rep is back in the field they will close out any active books in person.