

PLAYER'S CARD

Player's guide

The Lotterywest Player's Card

At Lotterywest we want to make it easy for you to collect your winnings. More importantly we want to ensure you don't miss out on collecting your prize because you've lost your ticket or forgotten to check your numbers.

Your Lotterywest Player's Card can be used at any Lotterywest retailer around Western Australia when buying Monday, Wednesday or Saturday Lotto, OZ Lotto, Powerball, Super66, Soccer Pools and Cash 3. After game draws, Lotterywest can check the numbers on any ticket you have purchased using your Player's Card.

To maximise the benefits of your Player's Card, simply present it to your Lotterywest retailer every time you purchase a ticket and request that the ticket be registered.



We can organise payment to you

If you win a prize, and provided it has not already been claimed, we'll automatically send you a cheque for the winning amount five weeks after the draw. Alternatively, you can provide us with your bank account details so we can directly credit the funds into your nominated account.

You don't have to check your numbers or even bring your ticket in. It is important however to keep your tickets in a safe place. This is because tickets are 'bearer tickets' which means anyone can redeem the winnings if they take hold of the ticket before the winnings are deposited into your account.

Favourite numbers

You can store a set of your 'favourite numbers' for Monday, Wednesday or Saturday Lotto, OZ Lotto, Powerball, Soccer Pools and Cash 3. Simply fill out a playslip, hand it to your Lotterywest retailer along with your Player's Card, and let them know you want these games recorded as your favourite numbers. If you change your mind and want to change your favourite numbers, simply fill out a new playslip with your new numbers and present it alongside your Player's Card to the Lotterywest retailer, who can update your favourite numbers.

What if I lose my ticket?

If you have a Lotterywest Player's Card and lose your ticket, contact Customer Services on (08) 9340 5200 as soon as possible. You'll need to provide the team with specific information on when and where you bought the ticket, as well as the type of ticket it was e.g. Slikpik 25 for Saturday Lotto.

We can check if it's a winner and providing it hasn't already been claimed, ensure it is not claimed by anyone else.



How do I join?

Simply fill out a Player's Card Application form and give it to your Lotterywest retailer, along with a one-off \$10 registration fee. You will need to provide some form of identification when applying for a Player's Card. On the reverse side of the application form, there is a complete list of acceptable forms of identification that your Lotterywest retailer will sight and immediately return back to you.

The retailer will scan and return your completed application form, together with an application form number which you should retain until receiving your personalised Lotterywest Player's Card in the mail. The application form number is your reference if you have any queries about the progress of your application, so keep it in a safe place until receiving your Player's Card.

Who can join?

As long as you are 16 years of age or older, you can become a Lotterywest Player's Card member. You can't register a syndicate or group with your card, but you can nominate a syndicate name to appear on the card. Please remember that Lotterywest can only pay out cheques or credit the bank account of an individual member, not a syndicate or company name.

What if I lose my card?

If you lose your Lotterywest Player's Card, call Customer Services on (08) 9340 5200 as soon as possible and they'll arrange for a new card to be mailed to you.

Updating your details

If you need to change address, name or payment details associated with your Player's Card please call Customer Services on who can assist you. If changing your name details, you need to provide the team with a copy of your Marriage or Deed Poll Certificate and a new card will be mailed to you.

If changing your bank account details or the way you receive your winnings, from cheque to direct credit or vice versa, the team can send you out a Change of Financial Details form which needs to be completed and returned to Lotterywest.

Play responsibly

Lottery games are designed to be a fun, low cost form of entertainment. We encourage you to think about your lottery purchases and only spend what you can afford.

Lotterywest, together with other members of the gaming industry in Western Australia, support services for people who have a gambling problem.

If you or someone you know would like more information, please phone the free Problem Gambling Helpline on 1800 858 858.

A uniquely Western Australian approach

Established in 1933 as the Lotteries Commission, Lotterywest is the official state lottery for Western Australia. Unlike any other Australian lottery, we not only sell lottery games, we also distribute the profits from our games directly to the Western Australian community.

Every time you play one of our games, the Western Australian community wins. For more information on Lotterywest, visit www.lotterywest.wa.gov.au

Proof of Identity Document

Every player who applies for a Lotterywest Player's Card will need to verify their identity, and if considered appropriate, confirm that they are at least 16 years of age.

Please present originals (not photocopies) of at least one of the following Proof of Identity documents, together with your completed Player's Card Application form, to your Lotterywest retailer. The retailer will sight and record your identification and then immediately return the documents back to you.

The following current and valid proof of identity documents are acceptable:

- Driver's licence
- Passport
- Medical fund card (including Medicare card)
- Bank or financial institution card or passbook (current ATM card, credit card or passbook)
- Bank or financial institution account statement (issued within last six months)
- Centrelink Pensioner Concession Card
- Centrelink Health Care Card
- Employer photo ID card with ID number
- Student ID card with photo and ID number from a tertiary education institution
- Proof of Age card (issued by a government agency with photo and/or signature and ID number)
- Electoral enrolment card or letter
- Electricity, gas, water or telephone account (issued within last six months)
- Services notice (rates notice, land tax valuation notice, insurance premium notice, internet service provider statement, vehicle registration document which has been issued within last six months)

If you cannot provide one of the above forms of identification, retain your application form and contact Customer Services on (08) 9340 5200.

“Terms and Conditions” of applying for a Player’s Card membership.

1. A Player’s Card member must be over 16 years of age (Section 18 of Lotteries Commission Act 1990 as Amended).
2. Only a natural person can be a Player’s Card member. The application form is for the registration of a single player only. Family, group or corporate registrations will not be accepted.
3. A syndicate can not be a Player’s Card member.
The provision of the syndicate name on the application form and the associated Player’s Card, is for the convenience of the registered player to keep track of possible multiple memberships.
A Lotterywest Player’s Card member agreement is only with the individual whose name and address appears on the application form. No contractual or any other legal obligation exists between Lotterywest and any of the syndicate members associated with the syndicate name appearing in the application form.
4. Any prize not claimed within five weeks after the draw will be forwarded to the address of the Player’s Card member by cheque or credited to their nominated bank account. The prize payment cheque will be in the name of the Player’s Card member. Cheques will not be made out to cash or to any other party.
5. Lotterywest accepts no responsibility for the payment of prizes to the Player’s Card member where the application form is not complete or contains information which is inaccurate.
6. It is the obligation of the Player’s Card member to advise Customer Services on (08) 9340 5200 of any change to name, address, bank or any other player details within 10 days of the change. No responsibility is accepted by Lotterywest for the failure of a member to receive a prize, when change of details have not been provided to Lotterywest in the correct form. Any reissue of payments due to incorrect details will incur a charge for cancelling and reissuing of payments.
7. Any cheques that are lost or misplaced by the registered Player’s Card member are capable of being reissued, however a fee will be charged for cancelling an issued cheque.
8. In accordance with the Lottery Commission Act, payments will not be issued for prizes more than 12 months old.
9. All tickets, including those with Player’s Card members’ numbers, are ‘bearer’ tickets and are claimable by the bearer within five weeks of the relevant draw. Lost or stolen ‘registered’ tickets should be reported immediately to Lotterywest. If information on a lost or stolen ticket is received in adequate time and prior to the prize being claimed, Lotterywest may be able to take action to ensure the prize is preserved for the Player’s Card member.
Please note this is only possible when the Player’s Card member’s number is recorded on the ticket.
10. The operation of Lotterywest’s Players Registration Service is governed by the following legislation:
 - Lotteries Commission (Super66) Rules 1996
 - Lotteries Commission (Powerball Lotto) Rules 1996
 - Lotteries Commission (Saturday Lotto) Rules 1996
 - Lotteries Commission (OZ Lotto) Rules 1995
 - Lotteries Commission (Soccer Pools) Rules 1996
 - Lotteries Commission (Cash 3) Rules 1998
 - Lotteries Commission (Monday and Wednesday Lotto) Rules 2006
11. Player’s Card membership is non refundable.
12. Player’s Card membership is not transferable.
13. Terms and Conditions’ may change and will be published on the Lotterywest website www.lotterywest.wa.gov.au or by Public Notice in *The West Australian*.

Answering your questions

If you have any questions or would like any further information on Lotterywest games, ask a Lotterywest retailer or call Customer Services on (08) 9340 5200.

To check your numbers visit our website at www.lotterywest.wa.gov.au, use the Ticket Checker at any Lotterywest retailer, or call 1900 919 958 (Salamat Interactive. Calls cost 44 cents per minute including GST. Mobiles and pay phones extra).



74 Walters Drive, Osborne Park
Western Australia 6017

Telephone: (08) 9340 5100

Facsimile: (08) 9242 2577

www.lotterywest.wa.gov.au

ABN 78 531 150 466

