

SUPER CASHING AGENT VALIDATION PROCEDURES
HIGH-TIER WINNING TICKETS (\$5,001 - \$25,000)

Call In Validation

A Cashing Agent must take all reasonable steps necessary to protect a player's private information, including address, telephone number, social security number and birth date, from public disclosure or any disclosure beyond that which is necessary for awarding the prize to the player.

DO NOT CALL THE VALIDATIONS HOTLINE UNLESS YOU INTEND TO PAY THE ENTIRE CLAIM.

1. Check that the claimant has signed the back of the ticket. Only one person may claim the winning ticket at a Cashing Agent location. If there are multi-winners, they must go to the KLC Corporate office for payment. **Any ticket that has been previously signed and crossed out or altered in any way must be claimed at the Kentucky Lottery's corporate office.** The retailer must verify the claimant's identity by checking a **valid** Driver's license or other government issued I.D. to the name on the back of the ticket and the picture on the ID.
2. Scan the winning ticket in the normal manner and select Option 1 to pay. If unable to pay, select Option 2.

RETAILER WILL BE AT RISK FOR THE ENTIRE PRIZE AMOUNT IF PAYMENT IS MADE PRIOR TO OBTAINING AUTHORIZATION.

3. After the ticket is scanned the following terminal message will display;
INSTANT PAY VERIFICATION
PAY \$ <AMOUNT>
CLAIM CANNOT BE PROCESSED AFTER HOURS
DO YOU WISH TO PAY THIS PRIZE?
YES/NO
This message will only appear for claims between \$5,001 and \$25,000!
4. After the authorization slip has printed and ticket has been signed by claimant, a WINNER CLAIM FORM must be completed. **It is important that the claimant fill out this form so that correct and current information is obtained.** If the claimant selects Resident Status #2, you cannot pay the claim. Retailer must check form for completeness and verify that the name and signature on the claim form are the same as

appears on the back of the ticket. The retailer must verify the claimant's identity by checking a **valid** Driver's license or other government issued I.D.

5. In order to pay the ticket, the Retailer must call the Lottery's retailer hot line @ 800-937-8946, option #3 for authorization from an area which will protect a player's private information from public disclosure.

Retailer must hold for operator assistance. Operator assistance is available Monday thru Friday, 8:00 am to 5:00 pm (EST)

6. The Retailer should announce that this is a request for a 'High-Tier Ticket Authorization'.

Retailer will be asked and must answer the following series of questions.

- a. Claim Authorization Number
 - b. Prize Amount
 - c. Player's Social Security Number
 - d. Player's Birth Date
 - e. Player's Residence Status (U.S. Citizen, Non-Resident, Alien, etc.)
 - f. Player's Name
 - g. Player's Address
 - h. Player's Telephone Number
 - i. Player's response to Question #10 Y or N
7. Lottery Validations staff will enter this information into the Lottery's verification process; if approved, Lottery validation rep will issue a claim number to the retailer, which must be recorded on the **WINNER CLAIM FORM**. Lottery validation rep will also confirm with retailer the amount that should be paid to the player. A claim between \$5001.00 - \$25,000.00 will have a tax withholding, resulting in the paid amount being less than the prize amount.

Retailer will pay the winner using cash, check or money order. Retailer will forward the white copy of the WINNER CLAIM FORM with the winning ticket and authorization slip attached in the white envelopes provided by the KLC to the below address immediately:

Kentucky lottery Corporation
P.O. Box 37800
Louisville, KY 40233-9907

- Retailer MUST ensure that any yellow copy of a winner claim form is kept in an area which will protect a player's private information from public disclosure or any disclosure beyond that which is necessary for awarding the prize to the player.
- When discarded, retailer must shred copies and dispose of properly
- Will neither charge nor ask for a fee, tip, tax, or anything of value for cashing a Lottery Ticket.
- CANNOT charge a fee for cashing a check or money order issued by your store for payment of a prize.

WINNER CLAIM FORMS must be mailed immediately upon processing!

8. If the ticket/claim does not pass any of the Lottery's verification procedures, then the retailer will be told that he/she is unable to pay the prize and will be instructed to return entire claim form to player instructing them of the need to claim the prize at the KLC Corporate office or mail the claim form and ticket to KLC corporate office, at address shown on form. This situation does not necessarily indicate that the ticket/claim in question is invalid, but only that the claim cannot be handled under these procedures. The reason for not paying the prize may not be given.
 - Retailer MUST ensure that any yellow copy of a winner claim form is kept in an area which will protect a player's private information from public disclosure or any disclosure beyond that which is necessary for awarding the prize to the player.
 - When discarded, retailer must shred copies and dispose of properly
9. Cashing Agents cannot pay any winner who owes back taxes, back child support or whose resident status is #2 "non-resident alien". Such individuals must take their ticket to the KLC headquarters in Louisville.
10. If the winning ticket is for a prize of \$600 or less, the standard cashing procedures should be followed; the above procedures for high-tier tickets will not apply.