

VALIDATION PROCEDURES

HIGH-TIER WINNING TICKETS

*PROCEDURES FOR PROCESSING CALL IN CLAIMS – OPTION ONLY AVAILABLE DURING
KLC'S BUSINESS HOURS*

1. Scan the winning ticket in the normal manner and select Option 1 to pay. If unable to pay the full winning amount, select Option 2. 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 KLC corporate office for payment. **Any ticket that has been previously signed and crossed out must be claimed at the Kentucky Lottery's corporate office.**
2. After the authorization slip has been obtained 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 government issued photo I.D.

To pay the ticket, the Retailer must call the Lottery's validation hot line @ 800-937-8946 Opt 3 for authorization. Operator assistance is available Monday thru Friday, 8:00 am to 5:00 pm (EST). **DO NOT CALL THE VALIDATIONS HOTLINE UNLESS YOU INTEND TO PAY THE ENTIRE CLAIM.**

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

The Retailer should announce that this is a request for a 'High-Tier Ticket Authorization'. You will then be asked to verify that the back of the ticket and claim form have been signed.

3. Retailer will be asked and must answer the following series of questions:
 - Claim Authorization Number
 - Prize Amount

- Player's Residence Status (U.S. Citizen, Non-Resident, Alien, etc.)
 - Player's Social Security Number
 - Player's Name
 - Player's Address
 - Player's Telephone Number
 - Player's Birth Date
 - Player's response to Question #10 on Claim form
4. 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**.

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:

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

- Retailer retains the YELLOW copy of the WINNER CLAIM FORM for their records.
- Retailer gives PINK copy of the WINNER CLAIM FORM to the claimant.

Please make sure that the processed WINNER CLAIM FORMS are mailed in a timely manner.

5. 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 tell the player to claim the prize at the KLC corporate office or mail the claim form and ticket to the 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.
6. 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 corporate office in Louisville.

7. 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.