

**HAVE FUN & PLAY
RESPONSIBLY**

The Lott Responsible Gambling Code of Conduct Victoria



Official Home of Australia's Lotteries



The Lott Responsible Gambling Code of Conduct

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1. Our Commitment to Responsible Gambling

Tattersall's Sweeps Pty Ltd (“**we / us**”) is committed to promoting harm minimisation and safer gambling. We do this by supporting our customers with information, resources and customer care programs which empower our customers to make informed decisions about their game play.

We actively strive to minimise potential harm to our customers and our employees and Retail Staff are trained to support this commitment.

This Responsible Gambling Code of Conduct (“**Code**”) reflects our commitment to deliver our products with the highest levels of integrity and corporate responsibility, to operate in accordance with the relevant legislation and promote safer gambling.

2. Introduction

The Lott is the masterbrand for world class lottery operations in the following States and Territories using the following names:

- Tatts in Victoria, Tasmania and NT
- NSW Lotteries in New South Wales and ACT
- Golden Casket in Queensland
- SA Lotteries in South Australia

Our lottery games are available:

- Online via The Lott Website (www.thelott.com) and The Lott App.
- In our Retail Outlets.

We are committed to supplying our games in a safe, secure, and friendly environment both online and in Retail Outlets.

2.1 Objectives of the Code

The purpose of this Code is to:

- Highlight our strong commitment to minimising gambling harm.
- Provide you with information about how we responsibly deliver our games.
- Help you make informed choices about how you play and share the tools and services that can support you.
- Explain the steps we will take to support your participation with our products and services.
- Ensure we are compliant with our legislative and regulatory requirements.

2.2 Application of the Code

The Code applies to:

- Us and our employees.
- Retail Outlets and Retail Staff.
- Our products and services.

2.3 Review of the Code

We conduct regular reviews of our compliance with the Code. We gather feedback from our Retailers and Retail Staff, our own employees and customers through annual responsible play surveys which help us assess the effectiveness of the Code.

2.4 Definitions

Minor means a person who is under 18 years of age.

Retail Outlet means a physical place of business where lottery products may be purchased by the customer.

Retail Staff mean those employed by a Retailer to sell our products.

Retailer means the person(s) who owns and operates the Retail Outlet where lottery products may be purchased by the customer.

The Lott means:

- Tattersall's Sweeps Pty Ltd (ABN 99 081 925 662)
- Tatts NT Lotteries Pty Ltd (ABN 18 146 244 984)
- New South Wales Lotteries Corporation Pty Ltd (ACN 142 890 195)
- Tatts Lotteries SA Pty Ltd (ABN 41 146 245 007)
- Golden Casket Lottery Corporation Limited (ABN 27 078 785 449)

The Lott App means The Lott mobile application.

The Lott Website means www.thelott.com.

3. Communication and Availability of the Code

3.1 Availability of the Code

We communicate and actively promote the Code in Retail Outlets and online. The Code is available at:

- The Lott Website at <https://www.thelott.com/about/responsible-play>.
- The Lott App.
- Any Retail Outlet where our lottery products are available for purchase.

3.2 Responsible Play Information

We offer a range of responsible play information to keep you informed about the resources, tools and support available to you, your friends and family, and the wider community.

The Responsible Play brochure is available in all Retail Outlets and on The Lott Website. This brochure provides information on:

- How to play responsibly.
- How to make and keep a pre-commitment decision.
- The availability of gambling support services.
- The odds of winning.
- How to make a complaint if you suspect a lottery product has been sold to a minor.
- Any other responsible play complaint.

The Responsible Play brochure is available in English, Arabic, Chinese, Greek, Italian, Korean and Vietnamese on The Lott Website.

In addition to the Responsible Play brochure, more information on responsible play is available on The Lott Website including:

- The Responsible Play sign.
- The Complaint Handling Charter.
- Links to local gambling support services.
- Guidelines for financial transactions and prize payments.
- Information on spend limits, self-exclusion programs, and other useful tools.

We regularly review and update the information in Retail Outlets and on The Lott Website to ensure that it remains current and is easily accessible to you so that you can make informed decisions on how you play.

4. Game Information

4.1 Game Rules

We provide a comprehensive explanation of Tatts' game rules on The Lott Website at <https://www.thelott.com/about/game-rules> to help you understand the games, products, and services we offer.

4.2 Terms and Conditions

You can view the terms and conditions that are applicable to online account and retail card memberships on:

- The Lott Website at <https://www.thelott.com/about/terms-and-conditions>.
- The Lott App.

We encourage you to read Tatts' game rules and terms and conditions (if you hold an online account and/or retail card membership) as they govern all aspects of your transactions and interactions with us.

5. Pre-Commitment Decisions

5.1 What is a Pre-Commitment?

A pre-commitment is designed to empower you and help you to manage your play and prevent gambling harm by setting limits on the amount of time you spend playing our games or the amount of money you are prepared to spend.

5.2 Online Account Customers

We promote and encourage our online customers to set a pre-commitment weekly spend limit by regularly communicating through our Retail Outlets and via The Lott Website about our pre-commitment self-management tools.

(a) How we assist you to make a pre-commitment decision

We will assist you in making a pre-commitment decision by:

- Applying a default spend limit when you open an online account with us.
- Actively promoting setting a weekly spend limit on The Lott Website and The Lott App as well as in emails to you.
- Offering you the ability to set up a weekly spend limit at any time by logging into your online account.

- Recommending that you set a weekly spend limit in line with your personal circumstances and what you can afford to play with.
- When reviewing an account belonging to a customer who is identified as potentially experiencing gambling harm, we consider:
 - Previous activity.
 - Spend history.
 - Whether a weekly spend limit has been set.
 - Other responsible gambling tools have been used, to determine if further action is required.
 - As a result, we may call you to discuss your circumstances and provide advice on setting a weekly spend limit.
- Offering assistance with setting a weekly spend limit through our Responsible Play Liaison Officers, who can be contacted on 1300 138 132 or (07) 3340 6125 Monday to Friday, between 9:00am and 6:00pm AEST.

(b) How we support you to keep a pre-commitment decision

If you have made a pre-commitment, we will support you in keeping that pre-commitment for your online account by:

- Ensuring our technology, systems, and process prevent you from exceeding your weekly spend limit online.
- Allowing you to change your weekly spend limit at any time by logging into your online account.
- Applying any requested **decrease** in weekly spend limit immediately.
- Applying any requested **increase** in weekly spend limit only after a 7-day waiting period.

5.3 Retail Customers

Our Retail Staff can help you to create and keep a pre-commitment strategy to help you manage your play. You can make a pre-commitment strategy by setting a limit yourself before you play according to your own circumstances.

(a) Ways a retail customer can set up a pre-commitment.

You can make a pre-commitment decision when playing in our Retail Outlets by:

- Deciding what games you want to play.
- Planning ahead about how much you are willing to spend and not exceeding that amount.
- Recording your pre-commitment decision, for example by making a note on your phone or telling the person you are with what that decision is.

(b) Ways a retail customer can keep a pre-commitment.

You can keep a pre-commitment decision when playing in our Retail Outlets by:

- Keeping track of how much you have played and the amount you have spent.
- Letting a Retail Staff member know you have reached your pre-commitment limit.
- Leaving the Retail Outlet when you are about to or have reached your pre-commitment limit.

(c) Ways we will support you to keep a pre-commitment.

Retail Staff will support you to keep your pre-commitment by encouraging you to make or keep a decision and provide you with information and resources.

Our Retailers and Retail Staff are trained to respond to your responsible play enquiries and identify signs that indicate you may be experiencing gambling harm.

If we notice you may be displaying signs of gambling harm whilst in our Retail Outlets, Retail Staff will chat with you about your play and will offer to assist you (see section **7.2** of this Code for further information regarding gambling harm indicators and how our Retail Staff will assist). We value the protection of your privacy, and our Retail Staff will interact with you in a discreet manner.

6. Other Responsible Gambling Tools

6.1 Online Account Self Exclusion

You can exclude yourself from playing our games through your online account via The Lott Website or through our Responsible Play Liaison Officers, who can be contacted on 1300 138 132 or (07) 3340 6125 Monday to Friday, between 9:00am and 6:00pm AEST.

Once your self-exclusion request has been processed, we will close your online account for a minimum of six months. During the exclusion period, you will not be able to access your account. You will need to make a request to our Customer Support Team to have any account funds returned to you.

After the self-exclusion period has ended, your account will not be automatically reactivated. If you choose to reactivate your account you will need to provide a written request to our Customer Support Team once the exclusion period ends. You may be required to first verify in a manner determined by us, your capacity to manage spend and participation. We will provide instructions on how to do this.

If your online account is self-excluded on three occasions, we will close your online account permanently.

6.2 Opt-Out of Marketing Communications

We automatically change your online account marketing preference settings to “opt-out” when your online account is self-excluded. Alternatively, you can choose to be opted out of receiving our communications at any time by calling our Responsible Play Liaison Officers on 1300 138 132 or (07) 3340 6125 Monday to Friday between 9:00am and 6:00pm AEST.

You can also choose how we communicate with you via the “My Settings > Communication Preferences” section of your online account on The Lott Website or opt out of our marketing communications at any time using the unsubscribe link provided in those communications.

7. Interactions with our Customers and Concerned Persons

We are committed to providing our customers with a safe, secure, and friendly environment in which to play our games. If playing lottery games is no longer fun for you, or you are concerned about someone close to you, help is always at hand.

7.1 Online Account Interactions

We proactively oversee online account activity using a range of analytical tools to identify customers who may be at risk of gambling harm. We also use a contact framework to communicate with players about their play behaviour. Our program draws on academic research on behavioural science related to gambling, to improve our ability to encourage responsible play and minimise the potential for harm. We monitor several activities that may indicate you are at risk of gambling harm when accessing our products online as follows:

- Changes in deposit behaviours – frequency (e.g., how often you deposit funds), intensity (e.g., the rate of your deposits), variability (e.g., change in deposit amounts), and trajectory (e.g., increasing deposit amounts over time) of money deposited.

- Changes in purchasing behaviours - frequency, intensity, variability, and trajectory of purchases and entry type and size.
- Changes in gambling patterns, e.g., purchasing different products, purchasing at different times.
- Changes in player controls - frequency, intensity, variability, and trajectory of gambling player controls (i.e., weekly spend limit).
- Time spent gambling.

Examples of behaviours that may indicate gambling harm to us if you contact us about your online play are:

- Admitting being drunk or under the influence of drugs.
- Showing signs of distress such as crying or swearing.
- Expressing guilt or remorse for gambling.
- Making remarks that may indicate serious overspending.
- Repeatedly commenting about family problems.
- Showing concern about losses and payouts.
- Indicating you need a break from gambling.
- Frequently closing and re-opening your account.
- Disclosing that you are experiencing gambling harm.
- Thinking you can control the outcome of games.
- Accusations of changing payouts or rigging the system.
- Verbally abusing staff.
- Threats to property and staff.
- Seeking or exploring customer player controls.
- Repeatedly self-excluding from gambling.

If we see signs or behaviours that may indicate harmful behaviour related to your gambling, either through our monitoring or during your contact with us, we will act.

Specifically, as part of our process, we will send you an email and/or SMS with information about:

- our responsible gambling tools (these details are also set out in sections **5** and **6** of this Code); and
- available gambling support services (these details are also set out in section **9** of this Code).

We provide this information to help you access support to manage or control your gambling, to address a potential risk of gambling harm.

If we believe that you are experiencing gambling harm, then instead of or in addition to us sending you an email and/or SMS, we will:

- suspend your online account; and
- request that you call us.

Your account will remain suspended until you call us.

When you call us the content of the call will be specific to you, and we will:

- share with you what led us to suspend your account;
- ask you a series of questions to help us understand your individual circumstances;

- provide information about responsible gambling tools (these details are also set out in sections **5** and **6** of this Code);
- provide information about available gambling support services (these details are also set out in section **9** of this Code); and
- facilitate access to available gambling support services (if required).

Depending on the outcome of this process, we may suspend or permanently close your account. For example, we will take this action if you ask us to, or if we believe this is necessary based on the information you provide to us during the call.

When we suspend or permanently close your account, you will be unable to reopen your account or create a new account. Any funds held in your account on closure will be managed in accordance with the standard account closure processes available at: <https://www.thelott.com/about/terms-and-conditions>. We will maintain a record of your account in accordance with regulatory requirements.

We train our customer-facing employees in how to identify customer behaviours that indicate gambling harm. Where these indicators are identified, our employees are trained in how to assist the customer and escalate the matter to the right team.

7.2 Retail Outlet Interactions

Our Retailers and Retail Staff are trained to respond to your responsible play enquiries and identify signs that indicate you may be experiencing harm. Some of these may include:

- Spending increased amounts of time or money on gambling.
- Returning to an outlet multiple times within a day, in an attempt to win back your initial stake.
- Becoming visibly upset, agitated or distressed at the outcome of a game when you lose.
- Expressing concern or guilt about how much you have spent on gambling.
- Regular mentions of bad luck to Retail Staff.
- Chasing losses, i.e., trying to win back losses by playing further games.
- Remarking that you are overspending or cannot afford daily staples due to how much you have spent on gambling.
- A partner's display of annoyance or frustration at continued purchase of lottery products.

If any of the above behaviours are observed, or you ask a Retail Staff member for assistance with a responsible gambling concern, they will engage in a conversation with you in a supportive, sensitive and confidential manner. During this conversation, the Retail Staff member will provide you with a copy of our Responsible Play brochure which:

- explains our responsible gambling tools and how to access them (these details are also set out in section **5** and **6** of this Code); and
- provides information on available gambling support services (these details are also set out in section **9** of this Code).

Retail Staff will also assist you to access gambling support services if you require it.

Retail Staff will decline service if they believe that you are under the influence of substances such as alcohol.

7.3 Need Assistance? Contact Us

We can be contacted by our customers, their families, their community or any other person by the following means:

- Email: customersupport@thelotterycorporation.com.
- Phone: 1300 138 132 or (07) 3340 6125 Monday to Friday between 9:00am and 6:00pm AEST, to speak to a Responsible Play Liaison Officer.

If you contact us, we can help you by:

- Supplying information and contact details for gambling support services.
- Removing you from our membership program.
- Stopping you from receiving direct marketing from us (including emails and SMS).
- Offering advice on spend limits and useful tools.
- Helping you with online self-exclusion.

If English is not your first language, our Responsible Play Liaison Officers can connect you to a national translation service during your call to help with translation.

8. Supporting our Employees

8.1 Employee Gambling Policy

Compliance with our Employee Gambling Policy is mandatory for all employees and contractors. Failure to comply with our policy constitutes a serious breach and may lead to disciplinary action including termination of employment or contractor agreement.

Our Employee Gambling Policy outlines our commitment to deliver our products and services with honesty and integrity. It also details the restrictions on our employees and contractors when they participate in lottery activities operated by us.

8.2 Retail Staff Gambling Policy

Retailers and Retail Staff can buy lottery products subject to guidelines. We require our Retailers to adhere to these guidelines through clear procedures for Retail Staff to purchase tickets and claim prizes in their Retail Outlet.

8.3 Information and Assistance to Employees and Retail Staff

Ensuring the well-being of our employees, Retailers and Retail Staff is our top priority. If an employee, Retailer or Retail Staff member asks for help, displays signs of gambling harm, or has difficulty managing their gambling (including by displaying any of the indicators listed in section **7.1** of this Code (online play) or **7.2** of this Code (retail play), we will support them by:

- Providing information on responsible play tools and resources, including setting a weekly spend limit and closing their account.
- Encouraging them to utilise our self-exclusion program.
- Referring them to our Responsible Play Liaison Officers.
- Referring them to gambling support services.

We encourage our employees and Retail Staff to reach out if they need help and we will support them in a private and confidential manner with respect for their privacy.

9. Gambling Support Services

9.1 Interaction with Gambling Support Services

We maintain strong relationships with gambling support providers and government and industry groups, as part of our commitment to delivering high quality customer care. We connect with them at least quarterly by:

- Attending gambling harm networks and seminars.
- Coordinating with gambling support providers to host staff sessions on responsible play.
- Informal and ongoing telephone, email and face to face contact with gambling support services to seek advice and feedback on the effectiveness of the Code and our Responsible Play Program.
- Contributing to government and industry forums across various states.
- Attending the National Association for Gambling Studies (NAGS) conference annually.
- Supporting state gambling harm awareness weeks.

If playing lottery games is no longer fun for you or you are concerned about someone close to you, help is available. The following services offer a range of free and confidential support for you, your family, and friends including counselling, support groups, information, and referrals, and help with self-exclusion.

Available Gambling Support Services:

- National Gambling Helpline **1800 858 858**
- Gamblers Help (www.gamblershelp.com.au)
- Gamblers Anonymous (www.gaaustralia.org.au)
- Lifeline Helpline **13 11 14**

If you contact one of these services, they can provide you with free information, advice and support. They can also direct you to the best service provider for your specific circumstances.

10. Responsible Play Program and Training

Our Responsible Play Program has been developed to ensure compliance with relevant State and Territory legislation, establish best practice in the service of lotteries and to ensure the playing of lotteries is enjoyable for our customers.

The program focuses on education for our employees and Retail Staff, providing information and support for our customers in-store and online, providing guidance for the design and marketing of our games and programs, all of which is encapsulated in our Responsible Gambling Codes of Conduct, applicable to each jurisdiction in which we operate.

All Retailers and Retail Staff must comply with the requirements of our Responsible Play Program and these Codes. Our program is currently certified under the World Lottery Association's Responsible Gaming Framework.

Our employees complete responsible gambling training as part of their onboarding and are required to complete ongoing mandatory annual training. Our comprehensive training modules are tailored to suit various roles including all staff, specialist roles, and advertising and marketing.

Our specialist responsible gambling training module equips employees with information on:

- How to identify signs of potential gambling harm.
- How to respond to signs of gambling harm.

- Availability of responsible play tools and self-exclusion.
- Accessing gambling support services.
- How to raise concerns about gambling harm.

Our Retailers and Retail Staff must complete mandatory responsible play training when they start work at our Retail Outlets. This training provides staff with information on:

- Retailer responsible play requirements;
- How to identify signs of potential gambling harm in the retail environment;
- How to respond to signs of gambling harm;
- The availability of responsible play tools and self-exclusion for online customers;
- How to access and refer customers to gambling support services; and
- How to raise concerns about gambling harm.

We provide our Retailers and staff with a '**Responsible Play Guide**' and various tools and resources to equip them with information to support customers and adhere to our Responsible Play Program.

11. Minors

The law prohibits Minors from purchasing lottery products, and we undertake all practical measures to ensure that Minors cannot access our products either online or in our Retail Outlets.

We display 18+ messaging in our Retail Outlets, on our Instant Scratch-Its, The Lott Website, and The Lott App.

11.1 Retail Outlets

Retail Staff will ask you for verification of age if you look less than 25 years old for lottery purchases or The Lott Members Club Card applications.

All Retail Outlets display the Responsible Play signage stating that minors cannot purchase lottery products.

11.2 Online Accounts

You must complete an identity verification process to confirm you are at least 18 years of age. Before we can process your first withdrawal from an online account, you must verify the information you provided during your registration. We will suspend or close unverified accounts in line with our terms and conditions.

If we find that a person under 18 years of age has opened, or is accessing an online account, we will close the account immediately and report the matter to the Victorian gambling regulator.

If you are concerned about someone under 18 years of age potentially accessing our products in our Retail Outlets or online, you can reach out to us by:

- Approaching a Retail Staff member in any of our Retail Outlets.
- Calling our Customer Support Team on 131 868.

12. The Gambling Environment

We dedicate ourselves to delivering our products with the highest standards of integrity and credibility with a focus on customer care. Our Responsible Play Program promotes responsible play both online and in our Retail Outlets and we discourage customers from engaging in extended play (for example, gambling for three hours or more without a break) or intensive play.

We display responsible play messaging in our Retail Outlets, and on The Lott Website and The Lott App. We also embed responsible play messages within our marketing and promotional materials, including communications sent to our customers.

The Lott promotes the responsible play message on all relevant responsible play materials.

Our staff are not allowed to accept any gifts or gratuities given to them by customers.

12.1 Online Account

We proactively oversee online account activity using a range of analytical tools to identify customers who may be at risk of gambling harm.

If we find you are displaying signs of harm from online play (refer to section **7.1** of this Code for a full list of indicators), or we see you engaging in extended gambling (defined as gambling for three hours or more without a break) we will take all reasonable steps to support you which includes the action listed in section **7.1** of this Code.

When we suspend or close your account, you will stop receiving marketing material. If we permanently close your account for a responsible gambling reason, we will put blocks in place to prevent you from opening future accounts with us. We also check where accounts are opened using similar details as customers who have had their accounts closed.

12.2 Retail Outlets

Retail Staff support a safe and responsible gambling environment in Retail Outlets. All customers are provided with fair, honest and courteous treatment with respect to their privacy.

If our Retail Staff find you are displaying signs of gambling harm in a Retail Outlet (refer to section **7.2** of this Code for a full list of indicators), Retail Staff will discourage you from engaging in extended and intensive gambling by taking the steps listed in section **7.2** of this Code.

12.3 Intoxication

The law prohibits persons who are intoxicated or under the influence of other substances from purchasing lottery products. If we have reason to believe that you are intoxicated while operating your online account, we may proactively suspend your account. If our Retail Staff see you displaying signs of intoxication, they may refuse service.

13. Financial Transactions

We do not provide credit or lend money or accept cheques for the purchase of lottery products.

We will only accept payment via credit cards, EFTPOS, or cash.

When purchasing lottery products, the maximum amount of cash that can be accepted as a form of payment is \$5000.00. Higher payments for purchases can be made using debit/credit cards or a mix of cash and debit/credit card providing the maximum cash accepted does not exceed \$5000.00.

When collecting a prize in a Retail Outlet, the following restrictions will apply:

- Retail Outlets will pay all prizes up to and including \$1,499.99 in cash.

- For prizes between \$1,500 and \$3,999.99, Retail Outlets have the option to pay in cash, and other approved payment methods including direct deposit, or EFTPOS.
- For prizes between \$4,000 and \$24,999.99, Retail Outlets will pay in an approved method other than cash including direct deposit, or EFTPOS.
- Prizes of \$25,000 and above can be claimed at our head office, located at Level 21, Tower 2, 727 Collins Street, Docklands, Victoria. If you're unable to visit our head office, you can claim your prize by post. More information is available at The Lott Help Centre, via The Lott Website.

Further information on our financial transactions guidelines is available on The Lott Website.

14. Responsible Advertising and Promotions

14.1 Advertising, Marketing and Promotions

We strive to ensure our marketing and promotional material, new products, and changes to existing products:

- Comply with the advertising Code of Ethics adopted by the Australian Association of National Advertisers.
- Do not represent an irresponsible trading practice or portray actions that may seem socially irresponsible.
- Are not directed at or likely to appeal (in terms of style, tone, content, medium, location or any other factors) primarily to Minors, including suggesting that Minors can take part in lotteries.
- Are not false, misleading, or deceptive or contravene regulatory requirements.
- Do not implicitly or explicitly misrepresent the probability of winning a prize or suggest that winning will be a definite outcome of participation in a lottery.
- Do not include misleading statements about odds or prizes.
- Do not give the impression that buying lottery tickets is a reasonable strategy for financial attainment or will definitely improve a person's financial prospects.
- Do not offend prevailing community standards and are in a manner that reflects decency, dignity, and good taste per the Commercial Television Industry Code of Practice.
- Are not discriminatory or appear to be patronising to any particular group.
- Do not target vulnerable or disadvantaged groups including players who have opted out of receiving promotional material and including where people may not have the ability to fully understand the information, such as refugees or people with intellectual disabilities.
- Do not target and are not provided to excluded persons.
- Do not publish anything which identifies customers who have won a prize without prior consent.
- Do not violate the confidentiality of information relating to, or the privacy of customers without their consent.
- Do not depict or promote the consumption of alcohol while buying a lottery product.
- Do not encourage anyone to contravene any laws.
- Do not suggest that skill can influence games that are games of chance.
- Do not encourage excessive or reckless playing.

14.2 How we Comply with These Requirements

We employ a range of processes to help ensure our marketing and promotional material, new products, and changes to existing products comply with these requirements and undertake the following measures:

- Inclusion of responsible gambling messages in our advertising and promotional material following relevant legislation.
- We include information on how you can opt out of receiving direct marketing.
- We implement a multi-layered review process for materials which includes a review conducted by our marketing, legal and responsible gambling teams.
- Where appropriate, we utilise risk management software to assess marketing materials.
- We develop and supply responsible gambling checklists and guidelines for all employees involved in preparing marketing materials.
- We review new products, or changes to existing products, to assess potential impacts on customers and the community prior to release.
- We keep a list of all self-excluded customers, to ensure they do not receive any marketing or advertising communications.
- We provide annual training for employees and staff, including contractors and third parties.

Occasionally, our Retailers may conduct local area marketing promotions in Retail Outlets. We provide our Retailers with templates, guidelines and tools designed to help meet the above requirements.

15. The Lott Members Club

Our membership program, The Lott Members Club is free for you to join and offers a range of benefits including:

- **Prize protection:** Tickets purchased by the member are registered to their The Lott Members Club Card. Tatts stores the customer's contact information against their The Lott Members Club Card and may pay their prizes via bank deposit (or cheque if bank details have not been provided), if not claimed within a defined period (subject to identity requirements being met).
- **Bonus draws:** bonus draws offer members the ability to enter a second chance draw by using their The Lott Members Club Card to buy particular lottery products. The winners of any promotions conducted for The Lott Members Club Card members are contacted by us.
- **Favourites:** members can choose to store their favourite numbers.
- **Phone call for Division 1 winner:** Members who win a Division 1 or major prize receive a winning phone call from us to personally confirm the news.

You can apply to be a member of The Lott Members Club by completing an application form in Retail Outlets, or via The Lott Website or The Lott App.

Occasionally, we will communicate to members about upcoming events or offer members the ability to enter a second chance draw by using their The Lott Members Club Card to buy lottery products. Members can opt out from receiving these communications by calling us on 131 868.

Information on The Lott Membership Club program including terms and conditions is available at The Lott Website (www.thelott.com). Membership is not available to Minors.

From time to time, our Retailers conduct local area marketing, which may include offering you a purchase incentive linked to a purchase of a certain entry type. Local area marketing may also include second chance draw promotions which may be based on a purchase of a certain entry type. These promotions may or may not involve the use of The Lott Membership Club Card.

16. Customer Complaints

If you have a complaint about our Responsible Gambling Code of Conduct, we encourage you to tell us.

Our Complaint Handling Charter details the process for you to make a complaint about the operation of, or compliance with this Code. You can make a complaint to us by phone, letter, or email:

Complaints at The Lott

Locked Bag 1, SPRING HILL, QLD 4004

Phone: 131 868 (Monday to Friday, between 9:00am and 6:00pm AEST)

Email: customersupport@thelott.com

16.1 How Will we Manage your Complaint?

If you make a complaint to us by phone, we may ask you to send details of your complaint in writing.

Upon receipt, we will investigate and respond to your written complaint within 21 days. We aim to investigate non-written complaints within a reasonable time and consider the nature and complexity of the complaint.

We will keep you informed of the conclusion reached in relation to your complaint, including the reasons for that conclusion. If we resolve the matter, we will take no further action.

If you would like to request a review of the decision, we will conduct an internal independent review which may include:

- A review of all information relating to your complaint.
- A discussion with you, the subject of your complaint (if applicable) and/or employees involved with managing your complaint.

If you would like to request a review of the internal decision, we will refer your complaint to a member of a panel of independent mediators, such as the Institute of Arbitrators and Mediators Australia, for either a determination from an arbitrator based on submitted paperwork or to arrange mediation. We will share any mediation costs with you equally, unless otherwise agreed or as determined by the arbitrator.

We record complaints made in relation to the operation of this Code. We make this information available to the relevant regulatory bodies on request and keep records for a period of seven years per our record-keeping obligations.

HAVE FUN & PLAY
RESPONSIBLY

Gamblers Help 1800 858 858

Head Office

Locked Bag 1, Spring Hill, QLD 4004
thelott.com
Customers 131 868
Retailers 132 315



Tattersall's Sweeps Pty Ltd
ABN 99 081 925 662
Tatts NT Lotteries Pty Ltd
ABN 18 146 244 984