



# Q&A: Alberta Prize Payout Offices Re-opening

## What is the process for claiming a prize in person?

- Claimants who would like to claim their prize in person must call the Prize Payout Offices in either St. Albert or Calgary or can email us to book an appointment.
- Currently, appointments are required for claims on winning tickets for prizes \$1,000 and up.
- To book an appointment please call:
  - St. Albert Prize Payout Office – 780-447-8616
  - Calgary Prize Payout Office – 403-663-8301
  - Email: [payoutsa@aglc.ca](mailto:payoutsa@aglc.ca)
- For the safety of claimants and staff, when making an appointment, claimants will be asked general health screening questions (outlined in Question 4).
- Appointments will be booked for 30 minutes between 8:30 a.m. and 3:30 p.m., Monday through Friday. Any walk-in claimants will be asked to book an appointment and will not be admitted to the office.
- Only one claimant will be admitted to the Prize Payout Office at a time.
- Claimants will meet with Prize Payout representatives through a plexiglass barrier, sign all the appropriate documentation and will be given a ticket receipt.
- Cheques will **not** be issued at the time of the appointment. To ensure safe receipt of the cheques, we will be sending out all cheques by express post after approval of the claim.
- Players claiming a prize over \$10,000 will have their photo taken (while maintaining appropriate physical distance) and receive a call within the next few business days to conduct their interview by phone.

## How long will I have to wait for my appointment?

We understand that you are excited to claim your prize. A Prize Payout team member will provide you with the available dates and time for an appointment. We are not sure what the demand for prize claims will be, but our team will work to safely accommodate appointments as soon as possible. Your patience is appreciated while we continue to serve you during this unprecedented time.

## What precautions are you taking to protect claimants' health?

Prize Payout Offices will be following all health and safety protocols recommended by Alberta's Chief Medical Officer of Health. In addition to these guidelines, we have also implemented the following procedures:

- Only one claimant will be admitted to the prize office space at a time.
- Claimants will be asked to sanitize their hands when entering the Prize Payout Offices.
- Claimants will meet with Prize Payout representatives through a plexiglass barrier.
- Between each appointment, all appropriate surfaces will be sanitized.

- In Calgary, as the AGLC office is in a leased facility, the building owner is asking all claimants to wear a mask for their own safety.

### **Are there any health requirements to be able to come to the office to make a claim?**

- Claimants must check-in with the security desk at both locations upon arrival for pre-screening and confirmation of their appointment.
- When you arrive for your appointment, a member of our security team will ask you this brief health screening questionnaire:
  - Are you feeling well today?
  - In the last 24 hours, have you experienced symptoms including fever, chills, cough, sore throat or shortness of breath?
  - Do you have a new onset of two or more of the following symptoms: runny nose, muscle aches, fatigue, pink eye, skin rash of unknown cause, nausea or loss of appetite?
  - In the last 14 days, have you been in contact with someone that is confirmed to have COVID-19?
  - In the last 14 days, have you travelled outside of Canada and have you been in a setting identified by public health as a risk for acquiring COVID-19, such as flying, attending a workplace with a cluster of cases or at a large event?

If you become ill before your appointment—or answer yes to any of the questions above—please do not come to the Prize Payout Office. Instead, please follow the instructions on the back of your ticket and mail it to WCLC or wait until it is safe to rebook and attend the Prize Payout Office at a later time.

### **What if I have another issue or question about a lottery ticket?**

- At this time, AGLC's Prize Payout Offices are only processing winning tickets *in person*.
- For any specific questions or issues, please contact our Prize Payout Offices directly by email or telephone. We will continually assess our ability to serve more walk-in claimants and will expand our services once we have determined it is safe to do so.
  - St. Albert Prize Payout Office: 780-447-8616
  - Calgary Prize Payout Office: 403-663-8301
  - Email: [payoutsa@aglc.ca](mailto:payoutsa@aglc.ca)

Please note: ticket irregularities, major prize claims, group claims and retailer claims will all require appointments and interviews. These will not be taken as walk-ins and will be scheduled as soon as possible.

### **What if I need to change or cancel my appointment?**

- You can follow the same process for setting up your initial appointment: contact the St. Albert or Calgary Prize Payout Office and our staff will help you make any adjustments to your appointment.

### What if I miss my appointment?

- We understand that unexpected circumstances can come up; however, if you miss your appointment, please call the Prize Payout Office to set up a new time.
- If you miss your scheduled time, we are unable to process your win until you schedule another appointment. Appointment scheduling is imperative to limiting the number of people in our office and maintaining physical distancing and proper sanitation.

### What if I don't feel well before my appointment?

- **If you become ill before the time of your appointment, please reschedule your appointment.**
- You can either follow the instructions on the back of your ticket and mail it to Western Canada Lottery Corporation (WCLC) for processing or wait until it is safe to visit our Prize Payout Office to present your ticket. (Note: if mailing, please take a picture of, or scan, or photocopy the front and back of your ticket before sending it to WCLC and recognize that you assume any risks associated with mailing your ticket.)

We have extended many ticket expiry dates in recognition that the circumstances and measures around COVID-19 may have impacted your ability to make a prize claim on a winning ticket.

Tickets that would have expired beginning March 17, 2020, can now be claimed up to **18 months from the date of your ticket's draw** or an **additional six months beyond the expiration date printed on the back of Zing Scratch 'N Win tickets**. If you are not sure about the expiration date of your ticket, please contact us.

### What if I don't feel comfortable claiming a prize in person?

- If you don't feel comfortable claiming a prize at this time, simply sign the back of your ticket and keep it in a safe place until you do. Alternatively, prizes can still be claimed through WCLC by mail.
  - Note: if mailing, please take a picture of, or scan, or photocopy the front and back of your ticket before sending it to WCLC. **All risks of sending tickets through the mail remain with the player.**
- We have also extended many ticket expiry dates in recognition that the circumstances and measures around COVID-19 may have impacted your ability to make a prize claim on a winning ticket.

Tickets that would have expired beginning March 17, 2020, can now be claimed up to **18 months from the date of your ticket's draw** or an **additional six months beyond the expiration date printed on the back of Zing Scratch 'N Win tickets**. If you are not sure about the expiration date of your ticket, please contact us.

### Can I bring someone with me to my appointment?

- To ensure appropriate physical distancing measures are in place, and to keep both you and our staff safe, at this time only one person (the ticket claimant) will be admitted to the Prize Payout Office.

### When will I receive my prize?

- Cheques will be sent using express post following your appointment.
- During your appointment, the Prize Payout staff will help you fill out any appropriate documentation to verify your identity. This will help limit the amount of time claimants will be in the office.
- For prizes over \$10,000, all necessary interviews will take place during the appointment while observing appropriate physical distancing safety measures.