



2023 Licence Amendment – Schedule 9 Clause 3

Licence Amendment regarding Remote Prize Claims

Background

The outbreak of Covid-19 in Ireland led to the Health (Preservation and Protection and other Emergency Measures in the Public Interest) Act 2020 (the “2020 Act”). On 7 April 2020 the Minister for Health signed regulations pursuant to the 2020 Act giving statutory effect to the Guidelines announced on 27 March 2020 that members of the public should restrict their travel and workers should work from home with some limited exceptions (the “Regulations”).

National Lottery HQ closed to the public in line with the Regulations. In relation to the population at large, the Regulations instructed everyone to “stay at home” and to only leave home for specific purposes (not including attending at National Lottery HQ) and to limit their travel within prescribed distances. Consequently, even if National Lottery HQ was open, prize winners would be unable to attend at HQ to claim a prize.

In this context, the Regulator and the Licensee (Premier Lotteries Ireland) agreed to amend the Licence to provide for a remote method for claiming large prizes on a temporary basis. It came into effect on 2 June 2020.

The Regulator gave extended approval for the amendment on 02 June 2020, 31 July 2020, 02 February 2021, 07 April 2021 and 04 May 2021, as the Covid situation continued to impact players’ lives and movements.

Based on its experience of the Remote Prize Claims Process, the Licensee proposed to retain the process on a permanent basis, to cater for a diverse array of issues where an individual may experience difficulty attending National Lottery HQ. The Regulator and the Licensee agreed to amend the Licence as set out below giving continued effect to the prize claims process on 18 September 2023. Game rules were also amended to reflect the amendment to the Licence.

Amendment

Schedule 9, Clause 3 of this Licence is amended as follows:

"Winners of prizes of €10,000 or more must present themselves at National Lottery HQ where their age and identification details will be verified before a cheque is issued. **Should a**

winner have difficulty in attending National Lottery HQ, they may be provided with the opportunity to request a remote prize claim process, and following confirmation from the National Lottery Claims team: arrange for a member of PLI's Claims team to visit the winner and take receipt of all relevant documentation for further processing at National Lottery HQ; or post a claim form and all required documentation to National Lottery HQ at the winner's sole risk."

The prize payment/prize tier arrangements are summarised in the following table:

PRIZE TIERS	PRIZE AMOUNT	PAYMENT ARRANGEMENTS
LOW	€1 - €99	<ul style="list-style-type: none"> • Email notification sent for Draw Game wins. • Prizes automatically transferred to Player's on-line wallet.
MID	€100 - €500	<ul style="list-style-type: none"> • Email notification sent for Draw Game wins • Electronic payment or cheque automatically sent using the winner's registered details. (ID verification required for electronic payments)
	€501 - €9,999	<ul style="list-style-type: none"> • Winners are contacted by the Licensee which will verify their age and identification details and send out a claim form for completion by winner before a cheque is issued.
HIGH	€10,000 +	<ul style="list-style-type: none"> • Email notification sent for Draw Game wins. • Winners must present themselves at National Lottery HQ where their age and identification details will be verified before a cheque is issued. In certain scenarios where a winner may be unable to attend National Lottery HQ, and following confirmation from the National Lottery Claims team, winners may: arrange for a member of PLI's Claims team to visit the winner and take receipt of all relevant documentation for further processing at National Lottery HQ; or post a claim form and all required documentation to National Lottery HQ at the winner's sole risk.

The amendment came into effect on 18 September 2023.