

LUCKY 5 RED OR BLACK RULES

Version 1.0
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1. GLOSSARY OF TERMS

The following terms and definitions shall apply throughout these Rules unless otherwise stated:

“**Act**” means the *Gambling Regulation Act (Vic) 2003*.

“**Authorised Point of Sale**” is the location of a licensed Retailer approved by Intralot Australia where entries for Intralot Australia games may be purchased.

“**Claim Period**” means the period defined by Intralot Australia in which a prize can be claimed. This period ends six (6) months from the date on which the Draw was conducted. If the last day, and any day or days immediately preceding it, is a Saturday, Sunday or public holiday, the period ends on the last working day before that day. All such periods end at the close of business on the nominated day.

“**Draw**” means the drawing of numbers as described in these Rules by which winning entries are determined.

“**Draw Malfunction**” is a failure of the random number generator(s) or any device integral to its operation.

“**Entry Cost**” is the amount determined by Intralot Australia which is paid by the player for the purchase of an Entry Ticket. This amount excludes any Retailer’s Commission and depends on the player’s selections on the Entry Coupon.

“**Entry Coupon**” is a form supplied by Intralot Australia for players to use in order to place an entry for this lottery.

“**Entry Ticket**” is a record of an entry for this lottery produced at any Authorised Point of Sale which is issued in accordance with these Rules.

“**Game**” is a series of five (5) numbers, plus either ‘Red’ or ‘Black’ chosen by the player or randomly selected by the Intralot Australia’s central computer system.

“**Internet**” means the world wide connection of computer networks providing for the transmittal of electronic mail, on-line information, information retrieval and file transfer protocol.

“**Intralot Australia**” means Intralot Australia Pty Ltd, whose registered office is located at 299 Williamstown Road, Port Melbourne, VIC 3207, the entity which conducts and promotes public lotteries in accordance with the Act in the State of Victoria and participating jurisdictions.

“**Intralot Australia’s Website**” means Intralot Australia’s website located at www.intralot.com.au where the Rules and other information relating to this lottery can be found.

“**Lucky 5 Red or Black**” means the lottery game which is conducted by Intralot Australia in accordance with these Rules.

“**Membership Card**” is a card which enables the holder to register and store entries in accordance with the terms of that membership and these Rules.

“**Prize Fund**” is a minimum of sixty per cent (60%) of the Entry Cost that will be paid into the Prize Pool.

“**Prize Pool**” is the fund from which all winnings for this lottery will be paid including any Promotional Prizes where applicable.

“**Promotional Prizes**” are additional prizes allocated to certain winning categories in accordance with these Rules.

“**PRS Number**” is the player registration system number that applies to the registered Membership Card.

“**Retailer**” is a person or corporation appointed by Intralot Australia to process entries for this lottery.

“**Retailer’s Commission**” means the amount payable to the Retailer based on a percentage of the Entry Cost that makes up a component of the Total Ticket Cost. This amount is approved by the Minister for Gaming in accordance with the licence.

“**Retailer Syndicate**” is where a Retailer purchases an Entry Ticket in order to create equal shares out of this ticket and provide them to customers for participation in a particular Draw.

“**Total Ticket Cost**” is the Entry Cost to this lottery plus the Retailer’s Commission.

“**VCGR**” means the Victorian Commission for Gambling Regulation established by the Act.

“**Winner Declaration Form**” is a form supplied by Intralot Australia that is to be completed by all winners of prizes over four thousand dollars (\$4,000) upon presentation of their Entry Ticket at Intralot Australia’s registered office.

2. GAME RULES

2.1. These Rules will come into effect on 1 June 2009 and will be used for all Draws conducted after this date. Intralot Australia may amend these Rules from time to time in accordance with the Act. If the change invalidates an Entry Ticket that has already been issued, the holder may seek a full refund of the Total Ticket Cost for that Entry Ticket, but Intralot Australia will not be liable for any other loss or damage suffered by the player as a result of such changes.

2.2. The Rules will be available at:

2.2.1. Intralot Australia’s registered office;

2.2.2. All Authorised Points of Sale; and

2.2.3. Intralot Australia’s Website.

2.3. Purchase of an Entry Ticket will bind Intralot Australia and the player contractually in accordance with these Rules. The player acknowledges and agrees to be bound by these Rules and will accept any decision(s) made by Intralot Australia in resolving any claim(s) pursuant to these Rules.

2.4. Entry is only open to persons eighteen (18) years of age or over.

2.5. In these Rules all amounts stated are in Australian Dollars.

2.6. The Rules as stated herein will prevail and be used to resolve any differences that may occur from time to time between any instruction on an Entry Coupon, Entry Ticket or advertising and promotional material available in the public domain.

3. GAME DESCRIPTION

3.1. Objective

3.1.1. The objective of this game is for the player to correctly match five (5) numbers from the thirty-five (35) numbers available, plus the correct selection of the drawn 'Red' or 'Black', to win the highest winning category.

3.2. Entry Coupon Description

3.2.1. The Entry Coupon may be used to indicate the selection of numbers or play options (e.g. Lucky Pik, Multi Days) that the player wishes to select for participation in any given Draw.

3.2.2. Each Entry Coupon contains multiple game panels which may be used by the player for number and/or play option selections. Each game panel contains thirty-five (35) numbers, from one (1) to thirty-five (35) and a selection of either 'Red' or 'Black' to be selected by the player.

3.2.3. Each game panel also contains the following additional features for selection by the player:

- a)** System box;
- b)** Lucky Pik box; and
- c)** Void box.

3.2.4. The Entry Coupon also contains the following:

- a)** an Advance box;
- b)** a Multi Days area; and
- c)** a Top Up box.

3.2.5. Only an Entry Coupon will be accepted for processing by a Retailer.

4. HOW TO PLAY

4.1. The player may participate by selecting a minimum of two (2) Games to have a valid entry through any of the following methods:

4.1.1. Standard Entry

A Standard Entry is an entry option available by either marking five (5) numbers from the thirty-five (35) numbers available, plus the selection of either 'Red' or 'Black' available on any game panel of the Entry Coupon or through verbal instructions at any Authorised Point of Sale. Each combination of five (5) numbers, plus the 'Red' or 'Black' selection is equal to one (1) Game.

4.1.2. Lucky Pik Entry

A Lucky Pik Entry is an entry option available by either marking the Lucky Pik box provided on any game panel of the Entry Coupon or through verbal instructions at any Authorised Point of Sale. It allows the player to request randomly generated numbers for a Game(s) from the Retailer through Intralot Australia's central computer system.

4.1.3. System Entry

A System Entry is an entry option available by either marking the System box provided on any game panel of the Entry Coupon or through verbal instruction at any Authorised Point of Sale. It allows the player to select between six (6) and up to twenty (20) numbers, from the thirty-five (35) available. This creates multiple Game combinations for each game panel selected. The player is not able to select both 'Red' and 'Black' in the one game panel.

4.1.4. Top Up Entry

Top Up Entry is an entry option available by either marking the Top Up box on the Entry Coupon or through verbal instructions at any Authorised Point of Sale. It allows the player to request the Retailer to generate a Lucky Pik entry(s) through Intralot Australia's central computer system to a predetermined limit.

4.2. The player may add any or all of the options detailed in Rules 4.2.1 to 4.2.2 to those referred to in Rule 4.1.

4.2.1. Advance

Advance is an additional option available by either marking the Advance box on the Entry Coupon or through verbal instructions at any Authorised Point of Sale. It allows the player to participate in any future Draw to a predetermined limit after the current Draw. The Advance entry will apply to all nominated Games on the Entry Ticket.

4.2.2. Multidays

Multidays is an additional option available by either marking the Multidays box(s) on the Entry Coupon or through verbal instructions at any Authorised Point of Sale. It allows the player to participate with the same Game(s) in more than one (1) consecutive Draw to a predetermined limit which is indicated on the back of the Entry Coupon. The Multidays entry will apply to all nominated Games on the Entry Ticket.

4.3. Including different playing methods on the same Entry Coupon

The player may participate with different entry options on the one (1) Entry Coupon.

4.4. Cancellation of a game panel

The player may cancel a specific game panel prior to submitting the Entry Coupon at the Authorised Point of Sale by marking the 'Void' box on that game panel.

4.5. Membership Card participation

The player may participate by using a Membership Card. Further details relating to the use of a Membership Card are contained in Rule 12.

4.6. Internet participation

The player may also participate via the Internet. Further details relating to Internet participation are contained in Rule 14.

4.7. Restriction on Game

The player is restricted from only selecting 'Red' or 'Black' from any or all play options available for each entry.

5. ENTRY TICKET**5.1. Ticket Information**

5.1.1. The Entry Ticket will contain the following:

- a) the game logo;
- b) the player's PRS number, (if applicable) or the words NOT PRS REGISTERED;
- c) the player's selected numbers;
- d) the Draw number, date and time for a single Draw entry, or if it is a Multidays entry, the Draw number range and the first and the last Draw date and time to which the entry relates;
- e) "SINGLE DAY" for a single Draw entry or "MULTI DAY" for a Multidays entry;
- f) if applicable, "ADVANCE DAY" which indicates that there is a selection for an Advance entry;
- g) if applicable, "LP" which indicates the selection on the specific game panel is a Lucky Pik;
- h) on the top of the Entry Ticket the indication of "ENTRY COUPON", if the selections are made by using an Entry Coupon or "VERBAL" if the player has asked the Retailer to process the entry(s) without the use of the Entry Coupon;
- i) if applicable, "TU" which indicates the selection is a Top Up;
- j) the details of the Retailer and the terminal from which the Entry Ticket was sold;

- k) the date and time of purchase;
- l) the Entry Cost, the Retailer's Commission and the Total Ticket Cost of the Entry Ticket;
- m) the unique Entry Ticket number; and
- n) the barcode.

5.2. It is the player's responsibility to ensure that the player selection is correctly recorded on the Entry Ticket.

5.3. Ticket Cancellation

5.3.1. Cancellation of Entry Tickets may only take place at the Authorised Point of Sale where the Entry Ticket was issued and up to five (5) minutes prior to the Draw that was active at the time of purchasing the Entry Ticket.

5.3.2. The player is entitled to a refund of the Total Ticket Cost upon cancellation.

5.3.3. The cancelled Entry Ticket will be retained by the Retailer after the refund.

6. COST OF THE ENTRY TICKET

6.1. The minimum Total Ticket Cost for a Standard Entry is fifty cents (\$0.50), plus the Retailer's Commission.

6.2. The player must select a minimum of two (2) Games to participate.

6.3. If the player participates by either selecting numbers in more than one (1) game panel or through verbal instructions that creates more than one (1) Game, then the Total Ticket Cost is the sum of the Entry Cost for all Games created plus the Retailer's Commission.

6.4. If the player participates by either selecting the Multidays option on an Entry Coupon or through verbal instructions, then the Total Ticket Cost is the sum of the Entry Costs of all Games multiplied by the number of consecutive Draws, plus the Retailer's Commission.

7. WINNING CATEGORIES

7.1. There are 5 winning categories which shall be paid in accordance with Table 1. Only the winnings for the highest winning category will be paid per Game.

TABLE 1:

WINNING CATEGORIES	COMBINATION	WINNINGS
1 st	Five of the five drawn numbers plus the correct selection of 'Red' or 'Black'	Jackpot – minimum \$50,000.00 (provisional if won)
2 nd	Five drawn numbers only	\$10,000.00
3 rd	Four of the five drawn numbers plus the correct selection of 'Red' or 'Black'	\$200.00
4 th	Four drawn numbers only	\$100.00
5 th	Three of the five drawn numbers plus the correct selection of 'Red' or 'Black'	\$10.00

7.2. Intralot Australia may increase the winnings described in Table 1 at its sole discretion and upon notification to the VCGR of any such change.

7.3. There will be a minimum guarantee prize of \$50,000 for the jackpot in the first winning category. The minimum guarantee prize may be increased at Intralot Australia's sole discretion and upon notification to the VCGR of any such change.

7.4. Total winnings per Entry Ticket will be rounded up or down to the nearest five (5) cents where necessary.

7.5. If in any Draw there is more than one (1) winning Game for the 1st winning category the prize for that category will be apportioned equally among the winning Games.

7.6. If for a particular Draw there is no winner in the 1st winning category, then the prize for that category will jackpot to the 1st winning category in the next Draw.

8. PROMOTIONAL PRIZES

8.1. Promotional Prizes are in addition to those prizes payable for each winning category as shown in Table 1 above. Promotional prizes may be offered at Intralot Australia's sole discretion from time to time and may be funded from the Prize Pool. When a Promotional Prize is offered prize(s) may be apportioned equally between the winning Games and/or winning categories at Intralot Australia's discretion.

8.2. Any Promotional Prizes shall be subject to prior notification to the VCGR. The terms and conditions regarding eligibility, prize values, determination and payment for any such Promotional Prizes will be published on promotional and point of sale materials.

9. DRAWS

9.1. Draw Frequency

The draw will be conducted once daily throughout the calendar year.

9.2. Conduct of the Draw

9.2.1. Each Draw will have a corresponding number.

9.2.2. A Draw is completed when exactly five (5) numbers are drawn from the thirty-five (35) numbers available, plus selection of either 'Red' or 'Black'. These five (5) numbers, plus either the 'Red' or 'Black' will represent the valid winning numbers for that Draw.

9.2.3. Each Draw will be conducted under the supervision of a representative nominated by the VCGR, and will be considered to be complete when the official result sheet is signed by an Intralot Australia draw official and countersigned by the VCGR representative.

9.2.4. In case of a Draw Malfunction, the validity or invalidity of any number(s) drawn is the decision of the VCGR representative. This decision is final and binding on Intralot Australia and the players.

9.3. Draw Results

9.3.1. Intralot Australia will publish the results for each Draw as soon as practicable after completion of the Draw at:

- a) Intralot Australia's Website; and
- b) all Authorised Points of Sale.

9.3.2. In case of a conflict between the published results and the results provided through Intralot Australia's central computer system, the results provided through Intralot Australia's central computer system will be deemed to be the valid results.

10. CLAIM AND PAYMENT OF WINNINGS

10.1. The original printed Entry Ticket is the only valid document for winning payments. The player can only claim winnings upon presentation of the original Entry Ticket that has been issued in a manner authorised by Intralot Australia and in accordance with these Rules.

10.2. In order to determine the outcome of the lottery the player can either:

- 10.2.1.** scan the original Entry Ticket through the ticket checker available at any Authorised Point of Sale;
 - 10.2.2.** request the Retailer to scan the player's Entry Ticket through the terminal;
 - 10.2.3.** request the Draw results to be printed off the terminal to manually check the Entry Ticket personally; or
 - 10.2.4.** request the Retailer to swipe the player's Membership Card through the terminal to be informed of any winnings.

- 10.3.** Winnings will only be paid upon the Retailer scanning the players original Entry Ticket through the terminal at any Authorised Point of Sale. Upon verification, winnings will be paid subject to the following:
 - 10.3.1.** Winnings up to one thousand dollars (\$1,000) are payable at all Authorised Points of Sale which are equipped with an on-line terminal.
 - 10.3.2.** All Retailers have the discretion to pay higher level winnings up to four thousand dollars (\$4,000).
 - 10.3.3.** Winnings over four thousand dollars (\$4,000) are payable by cheque and can be claimed in person during office hours at Intralot Australia's registered office upon presentation of a completed Winner Declaration Form, identification and the original printed winning Entry Ticket.
 - 10.3.4.** In the event that a player wins in more than one (1) Draw with a Multidays Entry Ticket, and the total winning amounts to more than four thousand dollars (\$4,000), the player is to present a completed Winner Declaration Form, the original printed winning Entry Ticket and identification to Intralot Australia's registered office to claim the winning amount.

- 10.4.** The player can claim winnings by forwarding the original printed Entry Ticket to Intralot Australia's registered office along with a stamped self-addressed envelope. The delivery of any Entry Ticket(s) is the responsibility, and at the expense, of the player. Proof of postage will not be accepted as proof of ownership or delivery of an Entry Ticket. The player will accept all risks, losses, delays, errors or omissions which may occur through Australia Post and Intralot Australia will be under no obligation to send any remittances by registered, recorded or security post. The cost of remittance of winnings may be deducted from the winnings payable to the player.

- 10.5.** Each time a player redeems winnings, the player may be given a receipt produced by the terminal as evidence that the winning(s) have been paid.

10.6. When a player participates in more than a single Draw with a Multidays Entry Ticket, the winning(s) claimed will be paid in the same sequence as the Draws were conducted. The player must claim the winnings of each Draw with the presentation of the original Entry Ticket issued by the terminal.

10.7. Personal data of winning players who have signed an anonymity request will be kept confidential and will not be publicised. A player may make an anonymity request by marking the relevant section on the back of the Entry Ticket or by filling in a “Winner Declaration Form” at the time the winnings are claimed.

10.8. Notwithstanding Rule 10.7 Intralot Australia has the right to publish the suburb of residence of the winner and the winning amount.

10.9. Winning Entry Tickets may be claimed at any Authorised Point of Sale or at Intralot Australia’s registered office within the Claim Period. After that period, Entry Tickets for unclaimed winnings may be presented:

10.9.1. at Intralot Australia’s registered office for forwarding to the relevant State Revenue Office; or

10.9.2. directly to the State Revenue Office, for validation and payment of winnings by that State Revenue Office.

10.10. Restrictions

10.10.1. An Entry Ticket must meet the following conditions to be valid:

- a) pass all security and verification checks performed by Intralot Australia; and
- b) not be deemed to be in breach of these Rules by Intralot Australia.

10.10.2. The player will not be able to claim any winning(s) if:

- a) the player is a minor or a prohibited ticket holder;
- b) the Entry Ticket is cancelled, stolen, paid, duplicate, lost or destroyed; or
- c) the Entry Ticket has been tampered with in any way.

10.10.3. Intralot Australia will only recognise the bearer of a winning Entry Ticket as the sole owner of the Entry Ticket.

10.10.4. Intralot Australia may withhold payments if required to do so by a Court pending resolution.

10.10.5. Subject to any law to the contrary, the extent of Intralot Australia’s liability in relation to a player which arises from:

- a) any negligence on the part of an employee, Retailer or contractor of Intralot Australia or any other person; or
- b) an utterance either made by an employee, Retailer or contractor of Intralot Australia or any other person about the conduct of a Draw; or

- c) any unlawful act of an employee, Retailer or contractor of Intralot Australia or other party; or
 - d) as a result of any fire, flood, tempest, storm, riot, civil commotion, lockout, strike or equipment failure,
- will be limited to the Total Ticket Cost of the player's Entry Ticket in that Draw.

11. HANDLING OF DISPUTED CLAIMS

11.1. Retailers are responsible for handling any dispute in relation to a player. If the Retailer is unable to resolve the matter the player may be directed to call Intralot Australia's help desk / customer service centre, where they can report the claim to the relevant department that will attempt to resolve the disputed claim. Alternatively the player may file a written complaint by completing the appropriate form and forwarding it to Intralot Australia's registered office. All complaints must be handled in accordance with the relevant section of the Act.

11.2. A written claim may be sent to Intralot Australia's registered office in which case Intralot Australia will:

- 11.2.1.** upon receipt of a claim immediately try to resolve the claim; or
- 11.2.2.** if Intralot Australia is not able to resolve the claim, promptly provide written notice to the claimant advising:
 - a) of Intralot Australia's decision on the claim; and
 - b) that the player may, within ten (10) days after receiving the notice, request that the VCGR review the decision.

11.3. If the claim is not resolved, the player may ask the VCGR:

- 11.3.1.** to review Intralot Australia's decision on the claim if the player has received a notice as detailed in 11.2.2; or
- 11.3.2.** to resolve the claim in the event that the player has not received a notice from Intralot Australia.

11.4. A request to the VCGR under Rule 11.3:

- 11.4.1.** must be in the form approved by the VCGR; and
- 11.4.2.** if the player received a notice under 11.2.2, must be made within ten (10) days of the player receiving the notice.

11.5. If a request is made to the VCGR, the VCGR may carry out any investigations the VCGR considers necessary to resolve the matter in dispute.

11.6. Intralot Australia will not consider a claim for prizes which has been remitted as unclaimed prizes to the State Revenue Office in accordance with the Act, subject to Rule 10.9.

12. MEMBERSHIP CARD

- 12.1.** A player may apply for a Membership Card at any Authorised Point of Sale.
- 12.2.** Preferred play options and number combinations for this lottery can be selected on an Entry Coupon and recorded on the player's Membership Card. Each time a player wishes to play a stored entry, the player should present the Membership Card and inform the Retailer of which entry the player would like to play. The Membership Card can store up to two hundred and fifty (250) favourite Entry Coupons.
- 12.3.** Unclaimed winnings for Membership Card holders will be handled in accordance with the Terms and Conditions as detailed in the Membership Card registration form.
- 12.4.** Membership Card holders may check any unclaimed prizes at any Authorised Point of Sale by providing their Membership Card. The Retailer swipes the Membership Card through the terminal which will detail the amount of prizes that have not been claimed for that card holder.
- 12.5.** Proof of ownership of the Membership Card and/or identification may be required from any person presenting an original Entry Ticket that is registered to a Membership Card holder prior to any payment of prizes being processed. Payment of a prize will be made upon presentation of the original Entry Ticket.

13. RETAILER SYNDICATES

- 13.1.** An individual Retailer may organise a syndicate by acting as a representative of their Authorised Point of Sale and will be liable for all shares provided to their customers. In this situation the Retailer will be deemed to be the player for the purposes of the Act and these Rules. Under no circumstances will a Retailer organising a syndicate act as a representative of Intralot Australia for the purposes of providing a syndicate.
- 13.2.** In the event of a Retailer organising a syndicate, Intralot Australia will not be liable for any payment or cancellation in any form which relates to the allocation of shares or issuing of receipts to customers. The original printed Entry Ticket is the only valid document for prize payment which in the case of a Retailer Syndicate will be payable to the Retailer as the bearer of the Entry Ticket.
- 13.3.** Intralot Australia bears no responsibility for any agreement or condition of sale between the Retailer and the customer participating in the Retailer Syndicate.

13.4. Intralot Australia will bear no responsibility for any Retailer Syndicate other than a syndicate organised by Intralot Australia through its central computer system and/or retail network on a whole.

14. INTERNET PARTICIPATION

14.1. To participate in this lottery over the Internet the player will be required to register on Intralot Australia's Website (www.intralot.com.au). A player who has not registered to play will not be permitted to participate.

14.2. In order for the player to register on Intralot Australia's Website the player must be eighteen (18) years of age or older, be a resident of Victoria or a participating jurisdiction and provide all relevant information requested during the registration process.

14.3. Following the registration process, a temporary password and a Membership ID will be provided. The player can then log in using the temporary password and select a password of their choice. The player may need to provide further verification of identity if requested by Intralot Australia.

14.4. Before any entry is finalised the player will need to confirm that the request for an entry complies with the Rules and entry options as explained on the Intralot Australia's Website.

14.5. The player should check that all the relevant information on the entry is correct and in line with the player's request before finalising the transaction. Intralot Australia bears no responsibility for any errors in selection by the player for online purchases.

14.6. Once the player finalises an entry on Intralot Australia's Website and the entry has been successfully confirmed, Intralot Australia's central computer system will provide the player with a ticket number and issue a confirmation email with ticket details. The player should check the account on Intralot Australia's Website and confirm that the entry has been successfully submitted.

14.7. If the player wishes to have a printed record of the entry, the player can print a copy of the entry from Intralot Australia's Website.

14.7.1. The printed record will contain the following:

- a)** the game logo;
- b)** the player's selected numbers;

- c) the Draw number, date and time for a single Draw entry, or if it is a Multidays entry, the Draw number range and the first and the last Draw date and time to which the entry relates;
- d) “SINGLE DAY” for a single Draw entry or “MULTI DAY” for a Multidays entry;
- e) if applicable, “ADVANCE DAY” which indicates that there is a selection for an Advance Draw entry;
- f) if applicable, “LP” which indicates the selection on the specific game panel is a Lucky Pik;
- g) if applicable, “TU” which indicates the selection is a Top Up;
- h) the date and time of purchase;
- i) the Entry Cost, the Commission and the Total Ticket Cost of the entry;
- j) the unique ticket number; and
- k) a confirmation message of the player’s entry - “your entry has been successfully submitted”.

14.8. This copy can be used as an indication that the entry was submitted but not as an Entry Ticket to claim prizes.

14.9. The player can participate in a particular Draw up to five (5) minutes before the beginning of the Draw.

14.10. Cancellation of the entry can be performed by the player up to five (5) minutes before the beginning of the Draw that was active during the submission of the entry.

14.11. In order for a player to purchase tickets on Intralot Australia’s Website funds must first be deposited into the player’s electronic wallet and be confirmed as available. A transaction will not be processed if there are insufficient funds in the electronic wallet.

14.12. Before funds may be transferred out of a player’s electronic wallet the player should first have the player’s account approved by Intralot Australia’s help desk / customer service centre by providing proof of identity. The identity details should be the same as those provided during the registration process. Once the player’s identity is confirmed, the request will be processed, the player’s account will be approved and funds can be withdrawn as often as required.

14.13. It is the player's responsibility to make sure that all information provided to Intralot Australia is correct. If any information provided to Intralot Australia in relation to a player's account is required to be changed the player should provide details of the change in information to Intralot Australia or change any personal details through the online account.

14.14. Intralot Australia will not take any responsibility for any technical problems that result from a lack of accessibility to Intralot Australia's Website or for any errors that may be made during the registration or entry process. Intralot Australia is not liable for any malfunction or technical failures that are generated from the external payment provider's system.

14.15. A winning entry purchased through the Internet cannot be claimed through an Authorised Point of Sale or Intralot Australia's registered office.

14.16. Winnings up to a limit determined by Intralot Australia will be automatically deposited into the player's electronic wallet. Winnings above this limit will be subject to an authorisation process. Upon successful identification of the player by Intralot Australia, the winnings may be deposited into that player's electronic wallet.

14.17. Players can at any time self-exclude themselves from Intralot Australia's Website participation by following the process for self-exclusion detailed on Intralot Australia's Website.

14.18. Intralot Australia reserves the right to change the information provided on Intralot Australia's Website without notifying the players in advance as long as these changes do not contradict the Act.

14.19. If the player has requested anonymity on Intralot Australia's Website then Intralot Australia has no right whatsoever to publish the player's name. An anonymity request does not prevent Intralot Australia from publishing any information about the amount of the prize won or the player's suburb of residence.

14.20. Internet players who have participated through an Authorised Point of Sale by using their Membership Card may claim their winnings either at any Authorised Point of Sale or on Intralot Australia's Website.

15. COMPLAINTS

The player may make a complaint to Intralot Australia and the VCGR in accordance with section 5.5.10(5) of the Act.