

# **CROSS & MATCH RULES (LUCKY LINES)**

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**Version 2**  
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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*.

“**Advance Draw**” is a Cross & Match entry option available by marking the Advance box on the Entry Coupon. It allows the player to choose any future Draw up to forty nine (49) Draws after the current Draw into which an entry can be effected.

“**Authorised Point of Sale**” is the location of a licensed Retailer approved by Intralot Australia where entries in Cross & Match 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 that 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.

“**Close of Draw Entries**” means the time and day determined by Intralot Australia after which entries into a Draw will not be accepted.

“**Cross & Match**” means the lottery game which is conducted by Intralot Australia once a day and in accordance with these rules.

“**Draw**” means the drawing of Cross & Match numbers as described in these rules by which winning entries in Cross & Match 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 a Cross & Match 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 in Cross & Match.

“**Entry Ticket**” is a record of entry in Cross & Match produced at any Authorised Point of Sale which is issued in accordance with these rules.

“**Free Square**” is a bonus number in the centre of each game panel which is represented by an asterisk \* on the Entry Ticket.

“**Game**” is a series of eight (8) numbers chosen by the player or randomly selected by the 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. Being 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](http://www.intralot.com.au) where the rules and other information relating to Cross & Match can be found.

**“Line”** means a match of three (3) drawn numbers or two (2) drawn numbers and the Free Square. They can be either horizontal, vertical or diagonal.

**“Lucky Pik”** is a Cross & Match entry option available by marking the appropriate box provided on each game panel of the Entry Coupon. It allows the player to use Intralot Australia’s system to randomly generate numbers for the selected game panel.

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

**“Minimum Guarantee Prize”** is the amount defined by Intralot Australia which represents the starting amount for the eight (8) Line prize category.

**“Multi Days”** is a Cross & Match entry option available by marking the appropriate box(s) on the Entry Coupon. It allows the player to participate with the same Entry Coupon in more than one (1) consecutive Draw.

**“Multi/Advance Entry”** is when both the Advance and Multi Days options have been selected by the player on the Entry Coupon.

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

**“Prize Pool”** is the fund from which all Cross & Match prizes 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 in Cross & Match.

**“Retailer’s Commission”** means the amount payable to the Retailer based on a percentage of the Entry Cost which 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.

**“Standard Entry”** is when one (1) number from each of the eight (8) squares on a game panel is marked. This creates one (1) Game.

**“Total Ticket Cost”** is the Entry Cost in Cross & Match plus the Retailer’s Commission.

**“Top Up”** is a Cross & Match entry option available by marking the Top Up box provided on the Entry Coupon. It allows the player to use the system to generate a Lucky Pik entry for each of the unmarked game panels on the Entry Coupon.

“**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 Australian dollars (\$4,000), upon presentation of their Entry Ticket at Intralot Australia’s registered office.

## **2. CROSS & MATCH RULES**

**2.1.** The rules of Cross & Match will come into effect on 8 December 2008 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 decisions made by Intralot Australia in resolving any claims pursuant to these rules.

**2.4.** Entry in Cross & Match is only open to persons eighteen (18) years of age or over.

**2.5.** 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. CROSS & MATCH DESCRIPTION**

**3.1. Cross & Match Objective**

**3.1.1.** The player’s objective when participating in Cross & Match is to draw as many straight lines as possible, whether horizontal, vertical or diagonal on a valid Entry Ticket, by connecting three (3) matched numbers or two (2) matched numbers and the Free Square in the centre.

**3.2. Entry Coupon Description**

- 3.2.1.** The Entry Coupon is used to indicate the selection of numbers or playing options (e.g. Lucky Pik, Multi Days) that the player has made.
- 3.2.2.** Each Entry Coupon contains twelve (12) game panels (marked “A” to “L”) for player number selections. Each game panel contains one (1) Free Square in the centre and eight (8) squares containing numbers to be selected by the player. Each of the eight (8) squares contain five (5) numbers allocated as follows:
- a)** The numbers available in the 1<sup>st</sup> square will be from a range of numbers from one (1) to five (5);
  - b)** The numbers available in the 2<sup>nd</sup> square will be from a range of numbers from six (6) to ten (10);
  - c)** The numbers available in the 3<sup>rd</sup> square will be from a range of numbers from eleven (11) to fifteen (15);
  - d)** The numbers available in the 4<sup>th</sup> square will be from a range of numbers from sixteen (16) to twenty (20);
  - e)** The 5<sup>th</sup> square, the Free Square (no numbers need to be selected);
  - f)** The numbers available in the 6<sup>th</sup> square will be from a range of numbers from twenty one (21) to twenty five (25);
  - g)** The numbers available in the 7<sup>th</sup> square will be from a range of numbers from twenty six (26) to thirty (30);
  - h)** The numbers available in the 8<sup>th</sup> square will be from a range of numbers from thirty one (31) to thirty five (35);
  - i)** The numbers available in the 9<sup>th</sup> square will be from a range of numbers from thirty six (36) to forty (40)
- 3.2.3.** Each of the game panels also contains a:
- a)** Lucky Pik box; and
  - b)** 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 that is provided by Intralot Australia will be accepted as an Entry Coupon.

**4. HOW TO PLAY**

- 4.1.** At least one (1) of the game panels should be completed to have a valid entry in Cross & Match.

**4.2. Standard Entry**

**4.2.1.** For a Standard Entry the player should mark one (1) number from each of the eight (8) squares on the game panel. In total the player must select eight (8) numbers. Each combination of eight (8) numbers is equal to one (1) Game.

**4.3. Lucky Pik**

**4.3.1.** The Lucky Pik option is provided on each game panel. If selected Intralot Australia's system randomly generates one (1) number for each of the eight (8) squares on the relevant game panel that the Lucky Pik box is marked.

**4.4. Top Up**

**4.4.1.** If the player selects the Top Up option on the Entry Coupon the system will generate Lucky Pik entries for each of the unmarked game panels on the Entry Coupon.

**4.5. Advance Draw**

**4.5.1.** If the player wants to place an entry for a future Draw(s) the player must mark the Advance box and instruct the Retailer as to which Draw the player would like to enter. The player can choose up to forty nine (49) Draws after the current Draw. The Advance Draw entry will apply to all Games played on that particular Entry Coupon.

**4.6. Verbal Play**

**4.6.1.** Instead of marking an Entry Coupon the player can instruct the Retailer to enter the player's choices manually by inserting the information into the terminal. The terminal will then print an Entry Ticket. The same rules (and provisions) as detailed on the Entry Coupon will apply in the case of verbal play.

**4.7. Multi Days Entry**

**4.7.1.** To participate in more than one (1) Draw with the same Entry Coupon, the player can mark the number of Draws in the Multi Days area. Selections from two (2) to ten (10) Multi Days are available plus the player can multiply their selection by two (2), three (3) or five (5) to create a maximum of fifty (50) consecutive Draws. The selected number of Multi Days will apply to all Games played on the Entry Coupon. If the Multi Days area is not marked the Entry Coupon will be for a single entry only and will default to the next available Draw.

**4.8. Multi/Advance entries**

**4.8.1.** To participate in Multi Days and an Advance Draw the player must ensure that both the Advance and the Multi Days selection boxes are marked. This option may only be used if the last Draw contained on that entry does not exceed forty nine (49) Draws after the current Draw. The combined Multi/Advance entry will apply to all Games played on the Entry Coupon.

**4.9. Including different playing methods on the same Entry Coupon**

**4.9.1.** The player may participate in Cross & Match with different entry options on the one (1) Entry Coupon. For example, the same Entry Coupon may include a Standard Entry in one (1) or more game panel(s) and/or a Lucky Pik in any other game panel(s).

**4.10. Cancellation of a game panel**

**4.10.1.** The player may cancel a specific game panel prior to submitting the Entry Coupon to the Retailer by marking the void box on the specific game panel that the player chooses to cancel.

**4.11. Membership Card participation**

**4.11.1.** The player may participate in Cross & Match by using their Membership Card. Further details relating to the use of Membership Card are contained in Rule 11.

**4.12. Internet participation**

**4.12.1.** The player may also participate in Cross & Match via the Internet. Further details relating to Internet participation are contained in Rule 13.

## **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, in a 3x3 grid;
- d) The Draw number, date and time for a single Draw entry, or if it is a Multi Days entry the Draw number range, and the first and the last Draw date and time, to which the entry relates;
- e) "SINGLE DAY" for single Draw entry or "MULTI DAY" for a Multi Days 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 relevant 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.

**5.1.2.** It is the player's responsibility to ensure that the numbers and play options printed on the Entry Ticket correspond to those requested.

### **5.2. Ticket Cancellation**

**5.2.1.** Cancellation of Entry Tickets may only take place at the terminal where the Entry Ticket was issued.

**5.2.2.** Entry Tickets may only be cancelled up to twenty four (24) hours after the Entry Ticket has been issued but no less than five (5) minutes prior to the scheduled Draw that was active during the time of issuing of the Entry Ticket.

- 5.2.3.** The player is entitled to a refund of the Total Ticket Cost if cancellation of the Entry Ticket is within the time parameters detailed in 5.2.2 above.
- 5.2.4.** A Multi Days Entry Ticket may only be cancelled up to twenty four (24) hours after the Entry Ticket has been issued but not less than five (5) minutes prior to the scheduled Draw that was active during the time of issuing of the Entry Ticket.
- 5.2.5.** An Advance or Multi/Advance Entry Ticket may only be cancelled up to twenty four (24) hours after the Entry Ticket has been issued but not less than five (5) minutes prior to the scheduled Draw that was active during the time of issuing of the Entry Ticket.
- 5.2.6.** Upon cancellation, the Entry Ticket will be handed back to the player with a printed indication on it showing that the Entry Ticket has been cancelled.

## **6. COST OF THE ENTRY TICKET**

**6.1.** The minimum Total Ticket Cost for a Standard Entry is one Australian dollar (\$1) plus the Retailer's Commission. This cost applies for one (1) Game (one combination) and is the minimum participation for an entry into Cross & Match.

**6.2.** If the player participates in Cross & Match by selecting numbers in more than one (1) game panel then the Total Ticket Cost is the sum of the Entry Costs of all game panels plus the Retailer's Commission.

**6.3.** If the player participates in Cross & Match by selecting the Multi Days option then the Total Ticket Cost results from the sum of the Entry Costs of all game panels multiplied by the number of consecutive Draws marked in the Entry Coupon plus the Retailer's Commission.

## **7. CROSS & MATCH PRIZES**

### **7.1. Winning Categories**

- 7.1.1.** Prizes will be payable in accordance with Table 1 below. Winning categories are based on the number of lines drawn in each individual Game. Only the highest winning category will be redeemable per Game.

**TABLE 1:**

<b>WINNING CATEGORIES</b>	<b>LINES</b>
1 <sup>st</sup>	8 Lines
2 <sup>nd</sup>	6 Lines
3 <sup>rd</sup>	5 Lines
4 <sup>th</sup>	4 Lines
5 <sup>th</sup>	3 Lines
6 <sup>th</sup>	2 Lines
7 <sup>th</sup>	1 Line

**7.1.2.** Table 2 details the prizes that the player may win depending on the lines created per Game.

**TABLE 2:**

<b>LINES</b>	<b>\$ PRIZES</b>
8 Lines	Jackpot (provisional if won)
6 Lines	\$ 1,400
5 Lines	\$ 470
4 Lines	\$ 85
3 Lines	\$ 24
2 Lines	\$ 8
1 Line	\$ 1.10

**7.1.3.** A percentage of the Prize Pool will be contributed to the 1st winning category (8 Lines) after all other categories are paid. If the Prize Pool is insufficient to cover the other winning categories (6 lines to 1 line) all dividends are honoured but then no contribution is made to the 1st winning category.

**7.1.4.** If in any Draw there is more than one (1) winning Game for the 8 (eight) Lines jackpot category the prize for that category will be apportioned equally among the winning Games.

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

**7.2. Minimum Guarantee Prize**

**7.2.1.** If a winner is not found in the 8 (eight) Lines category, then a percentage of this prize will jackpot to the next Draw for the 8 (eight) Lines category subject to Rule 7.1.3. There will be a Minimum Guarantee Prize (starting amount: minimum \$9,000) for the first winning category after the jackpot has been won.

**7.3. Promotional Prizes**

- 7.3.1.** Promotional Prizes are in addition to those prizes payable for each winning category as shown in Table 2 above. When in use, these prizes may be apportioned equally between the winning Games and/or winning categories, at Intralot Australia's discretion.
- 7.3.2.** Any Promotional Prizes shall be subject to prior notification to the VCGR and as detailed in terms and conditions (regarding eligibility, prize values, determination and payment) published on promotional and point of sale materials advertised throughout the period.

**8. CROSS & MATCH DRAWS****8.1. Draw Frequency**

- 8.1.1.** Cross & Match is drawn once a day, every day of the week and a player can participate by purchasing an Entry Ticket at any Authorised Point of Sale, subject to Rule 8.1.2 and/or from Intralot Australia's Website in accordance with Rule 13.
- 8.1.2.** Entry into all Cross & Match Draws closes five (5) minutes before the scheduled beginning of the Draw.

**8.2. Conduct of the Draw**

- 8.2.1.** Each Cross & Match Draw will have a corresponding Draw number. The winning numbers will be randomly drawn by Intralot Australia. For each Draw, one (1) number from each of the groups listed below will be randomly drawn.
- 1<sup>st</sup> group: from 1 to 5 (1<sup>st</sup> square)
  - 2<sup>nd</sup> group: from 6 to 10 (2<sup>nd</sup> square)
  - 3<sup>rd</sup> group: from 11 to 15 (3<sup>rd</sup> square)
  - 4<sup>th</sup> group: from 16 to 20 (4<sup>th</sup> square)
  - 5<sup>th</sup> group: Free Square - no number is drawn
  - 6<sup>th</sup> group: from 21 to 25 (5<sup>th</sup> square)
  - 7<sup>th</sup> group: from 26 to 30 (6<sup>th</sup> square)
  - 8<sup>th</sup> group: from 31 to 35 (7<sup>th</sup> square)
  - 9<sup>th</sup> group: from 36 to 40 (8<sup>th</sup> square)
- 8.2.2.** A Draw is completed when exactly eight (8) numbers are drawn following the requirements of these rules. These eight (8) numbers drawn are then the valid winning numbers for that specific Draw.

**8.2.3.** 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.

**8.2.4.** In case of a Draw Malfunction, the validity or invalidity of any numbers drawn is the decision of the VCGR representative. This decision is final and binding on Intralot Australia and the players.

**8.3. How many Draws can a player enter**

**8.3.1.** The player can participate in up to fifty (50) consecutive Draws with one (1) Entry Coupon as detailed in Rule 4.7 Multi Days.

**8.4. Draw Results**

**8.4.1.** Intralot Australia will publish the results for each Draw as soon as practicable after completion of the Draw. Cross & Match results are available at:

- a) Intralot Australia's Website; and
- b) At any Authorised Point of Sale;
  - i. The Draw results are transmitted to all Authorised Points of Sale. The Retailer can scan the player's Entry Ticket through the terminal to confirm the Entry Ticket as a winning Entry Ticket or not. Alternatively the player can request the Draw numbers to be printed off the terminal.
  - ii. Membership Card holders can request the Retailer to swipe the card through the terminal and be informed of any winning entries.

**8.4.2.** In case of a conflict between the published results and the results provided by the terminal as registered in Intralot Australia's central system, the results provided by the terminal will be deemed to be the valid results.

## **9. CLAIM AND PAYMENT OF PRIZES**

**9.1.** The original printed Entry Ticket is the only valid document for prize payment. The player can only claim prizes upon presentation of the original Entry Ticket that has been issued in a manner authorised by Intralot Australia and in accordance with these rules.

**9.2.** Cross & Match prizes up to one thousand Australian dollars (\$1,000) are payable at all Authorised Points of Sale which are equipped with an on-line terminal.

**9.3.** All Retailers have the discretion to pay higher level prizes but only up to four thousand Australian dollars (\$4,000).

**9.4.** Cross & Match prizes over four thousand Australian dollars (\$4,000) are payable during office hours at Intralot Australia's registered office upon presentation of identification and the original printed Entry Ticket.

**9.5.** In the event that a player wins in more than one (1) Draw with a Multi Days or Multi/Advance Entry Ticket, and the total winning amounts to more than four thousand Australian Dollars (\$4,000) the player is to present the winning Entry Ticket and identification to Intralot Australia's registered office to claim the winning amount.

**9.6.** The player can claim their winning Entry Tickets by forwarding the winning Entry Ticket to Intralot Australia's registered office along with a stamped self-addressed envelope. The delivery of any prize winning Entry Ticket is the responsibility and at the expense of the player. Proof of posting 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 prize money may be deducted from the prize payable to the player.

**9.7.** Payment of prizes by cash will only be paid up to four thousand Australian dollars (\$4,000), all amounts greater than four thousand Australian dollars (\$4,000) will be paid by cheque.

**9.8.** Each time a player redeems a prize the player may be given a receipt produced by the terminal as evidence that the prize(s) has been paid.

**9.9.** When a player participates in more than a single Draw with a Multi Days Entry Ticket, the prizes 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.

**9.10.** Personal data of winning players who have signed an anonymity request will be kept confidential and will not be publicised. An anonymity request can be made by the player marking the relevant section on the back of the Entry Ticket or by filling in a “Winner Declaration Form” at the time the prize is claimed.

**9.11.** Based on these rules, Intralot Australia has the right under any circumstances to publish the suburb and prize amount.

**9.12.** 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 prizes may be presented:

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

**9.12.2.** directly to the State Revenue Office, for validation and prize payment by that State Revenue Office.

**9.13. Restrictions**

**9.13.1.** 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.

**9.13.2.** The player will not be able to claim any prize(s) if:

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

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

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

**9.13.5.** 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.

## **10. HANDLING OF DISPUTED CLAIMS**

**10.1.** 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 where they can report the claim to the relevant department that will 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.

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

- 10.2.1.** Upon receipt of a claim immediately try to resolve the claim; or
- 10.2.2.** 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.
- 10.2.3.** If the claim is not resolved, the player may ask the VCGR:
  - a) to review Intralot Australia's decision on the claim if the player has received a notice as detailed in 10.2.2; or
  - b) to resolve the claim in the event that the player has not received a notice from Intralot Australia.
- 10.2.4.** A request to the VCGR under Rule 10.2.3:
  - a) must be in the form approved by the VCGR; and
  - b) if the player received a notice under 10.2.2, must be made within ten (10) days of the player receiving the notice.
- 10.2.5.** 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.

**10.3.** 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.

## **11. MEMBERSHIP CARDS**

**11.1.** A player may apply for a Membership Card at any Authorised Point of Sale.

**11.2.** Preferred play options and number combinations for Cross & Match 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.

**11.3.** Unclaimed winnings for Membership Card holders will be handled in accordance with the Terms and Conditions as detailed in the Membership Card registration form.

**11.4.** 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.

**11.5.** Proof of ownership of the Membership Card and/or identification may be required from any person presenting an original Entry Ticket which 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.

## **12. RETAILER SYNDICATES**

**12.1.** 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.

**12.2.** 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.

**12.3.** Intralot Australia bears no responsibility for any agreement or condition of sale between the Retailer and the customer participating in the Retailer Syndicate.

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

### **13. INTERNET ENTRY**

**13.1.** To participate in Cross & Match over the Internet the player will be required to register on Intralot Australia's Website ([www.inralot.com.au](http://www.inralot.com.au)). A player who has not registered to play Cross & Match will not be permitted to participate.

**13.2.** 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.

**13.3.** 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.

**13.4.** Before any entry is finalised the player will need to confirm that the request for an entry into Cross & Match complies with the rules and entry options as explained on the Intralot Australia's Website.

**13.5.** 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.

**13.6.** Once the player finalises an entry on Intralot Australia's Website and the entry has been successfully confirmed, the system will provide the player with a ticket number. The player can check the account on Intralot Australia's Website and confirm that the entry has been successfully submitted.

**13.7.** 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.

**13.7.1.** 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 Multi Days 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 Multi Days 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”.

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

**13.9.** The player can participate in a particular Draw not less than five (5) minutes before the beginning of the Draw.

**13.10.** Cancellation of the entry can be performed by the player within twenty four (24) hours from the time the entry was submitted and confirmed and up to five (5) minutes before the beginning of the Draw that was active during the submission of the entry.

**13.11.** In order for a player to purchase Cross & Match tickets on Intralot Australia’s Website the player must first deposit funds into their electronic wallet and have them confirmed as available funds by the relevant external payment provider.

**13.12.** In order for the player to request for funds to be transferred out from their electronic wallet the player should first get confirmation from Intralot Australia’s Help Desk by confirming their identity, age and place of residence details that were provided during the registration process. Once confirmed, the player’s request will be processed, and the player will be able to withdraw funds as often as required.

**13.13.** If any of the information provided to Intralot Australia in relation to a player's account is changed, then the player should contact Intralot Australia and provide details of the changed information. It is the player's responsibility to make sure that all information provided to Intralot Australia is correct.

**13.14.** 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.

**13.15.** 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.

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

**13.17.** 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.

**13.18.** 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 are not in contradiction with the Act.

**13.19.** 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 and the player's suburb of residence.

**13.20.** Internet players who have participated in Cross & Match 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.

## **14. COMPLAINTS**

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