

29 September 2023



Felix Lee
fyi-request-24021-5f5da198@requests.fyi.org.nz

lottonz.co.nz

PO Box 8929, Symonds St
Auckland 1150
Level 1, 73 Remuera Rd
Newmarket, Auckland 1050
New Zealand

☎ +64 9 356 3800
☎ +64 9 366 1605

Dear Felix,

OFFICIAL INFORMATION ACT REQUEST

I am writing in response to your Official Information Act request, which we received on 2 September 2023.

Your request was as follows:

I would like to make an OIA request for the handbook/guidance document for how retailers should run a Lotto outlet.

Please find the following information in response to your request:

Please find attached a copy of our Retail Operations Manual (ROM). Please note that we have redacted certain parts of our ROM to protect our retailers' health and safety, as per [section 9\(2\)\(c\) of the Official Information Act 1982](#). These parts fall under Section 4.1 Tickets, 7.1 Accounting & Settlement Procedures, and 8.1 Security.

This document outlines our current retail operating procedures and is a guide for Lotto NZ retailers on how to operate their Lotto NZ outlets. Our retailers are currently using this document; however, we are in the process of updating certain sections of the manual to align with current practices.

During our conversation on the phone on 20 September, you mentioned a particular interest in our processes regarding winners claiming prizes. For your information, Section 5.1 of the ROM sets out the procedures for retail operators processing a prize claim or paying out a prize.

In addition to the procedures outlined in Section 5.1 – which must be followed for all prizes – our retail operators follow a stringent process for our Major Prize Winners (including Lotto, Powerball, or Strike First Division winners). This process includes taking the winner to a quiet place after confirming their win – such as a back office – so they can fill out their Prize Claim Form privately. Winning a big lottery prize can be a life-changing moment. Therefore, maintaining discretion and protecting our winners' anonymity and privacy is extremely important and treated very seriously.

To further support our Major Prize Winners, we also have a dedicated Winners' Team that contacts the winners as soon as they claim their prize. We ensure they have the support and guidance they need, such as how to go about finding financial advice and the importance of setting priorities. The Winners' Team also puts big winners in touch with a private banker at their bank, who can help them manage their money in the immediate term. We also follow up with our Major Prize Winners after their win to ensure they are doing well and provide any additional support.

Please email me if you require any further clarification of this information.

Yours sincerely,

Dominique Wong
Communications Advisor, Customer
Lotto New Zealand