



POPULAR ANNUAL FINANCIAL REPORT

For the fiscal year ended June 30, 2022



California Lottery is an Enterprise Fund of the State of California



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POPULAR ANNUAL FINANCIAL REPORT FISCAL YEAR 2022



A Message from the Chief Financial Officer

I am pleased to present the Popular Annual Financial Report (PAFR) from the California State Lottery (Lottery) for the fiscal year ending June 30, 2022. The PAFR is designed to serve as the user-friendly companion to the Lottery's Annual Comprehensive Financial Report (ACFR). This report presents a general overview of the Lottery's financial position and provides information on sales, expenses, and the money given to our beneficiary, California public schools.

The financial data presented in this PAFR is derived from the Lottery's ACFR but is presented with additional explanation and description in order to be of more interest to the general public rather than to financial analysts. The ACFR contains more detailed financial information prepared in conformance with Generally Accepted Accounting Principles and audited by an independent accounting firm. The most recent ACFR and PAFR are both available on the Lottery's website at www.calottery.com/about-us.

Once again, the Lottery has broken its all-time sales and contribution records during the past fiscal year, which ended June 30, 2022. Lottery sales were more than \$8.85 billion in fiscal year 2021-22, shattering the previous sales record of \$8.4 billion set the prior fiscal year. And, for the first time in the Lottery's history, we transferred more than \$2 billion to our beneficiary during a single fiscal year. This marked the 22nd consecutive year the Lottery has transferred more than \$1 billion to California public schools, bringing the total combined contribution to more than \$41.5 billion in the 37 years since the Lottery's inception.

During this fiscal year, the Lottery implemented several policies and programs to improve productivity, engagement, and safety. All contributed to the Lottery's continued success and record-setting contributions to our beneficiary. Going forward, the Lottery intends to deploy strategies to further its multi-year strategic plan and drive bottom-line contributions to education, as well as to maintain its operational growth. These business initiatives will provide balanced tactics in delivering sales growth and provide investments for continued growth in contributions to education in future years.

We hope this report showcases our mission, dedication, and commitment to support California public schools while returning a substantial amount of revenue to communities throughout the state.

Sincerely,

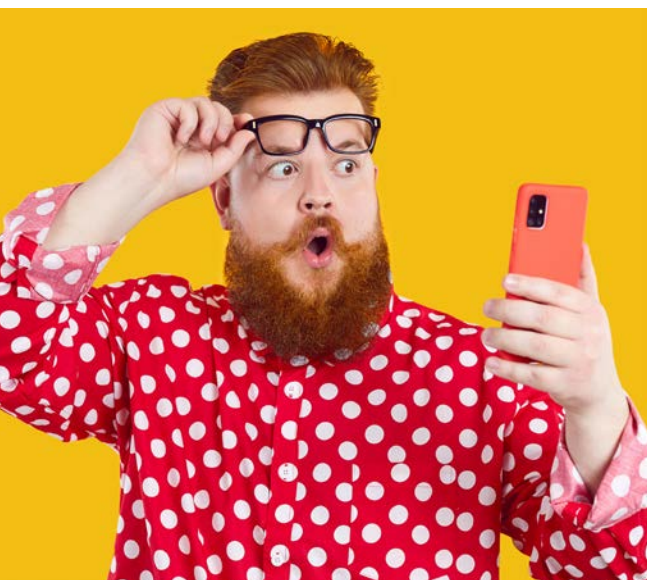
A handwritten signature in black ink, appearing to be 'N. Buchen', followed by a horizontal line.

Nicholas Buchen, Chief Financial Officer
Deputy Director, Finance Division
July 2023



The California Lottery is one of the largest and fastest-growing lotteries in the United States and one of the largest revenue-generating state agencies in California. Established in 1984 by a ballot initiative, the Lottery is an independent state department, created to market and sell lottery products to California adults. The Lottery is a completely self-supported state department funded entirely by revenues generated through the responsible sales of its games and receives no public funding. The sole mission of the Lottery is to supplement funding for public education. In fiscal year 2021-22, Lottery sales supported a record transfer of more than \$2 billion to California's public schools.

During the COVID-19 pandemic, the Lottery balanced safety and concern for its employees, retail partners, players, and the public at large, with the need to fulfill its critical mission. As California returns to pre-pandemic activities, the Lottery continues its commitment to support the recovery of its partners and stakeholders. During fiscal year 2021-22, the Lottery introduced 53 new Scratchers[®] games to meet the demands of players. Additionally, Lottery staff worked diligently to reduce prize claim processing times and expand its program of paying qualifying prizes with a same-day check at some Lottery offices throughout the state. These efforts got prize money to winners more quickly.



The Lottery continued to improve the player experience by introducing numerous new digital marketing initiatives for email and social media and launching new digital features and content on the Lottery's website and mobile app. The new website features include the Scratchers Hub, the Scratchers Gift Guide, the interactive Scratchmaker Quiz, and an interactive "Contributions to Schools" map. New mobile application enhancements include the addition of a Scratchers spotlight page and an improved user experience with an easy "Where to Play" button. In addition, social media influencers were featured in fun and engaging messaging to create awareness of Lottery products among new audiences.

Supporting The Community

The Lottery is proud to have once again broken its all-time sales and contribution records during this most recent fiscal year. Lottery sales were more than \$8.85 billion in fiscal year 2021-22, shattering the previous sales record of \$8.4 billion set the prior fiscal year. More importantly, the Lottery transferred a record-high of more than \$2 billion to education in fiscal year 2021-22. This marks the 22nd consecutive year the Lottery has transferred more than \$1 billion to its beneficiary.

Since its inception, the Lottery has paid out nearly \$79 billion in prizes and contributed more than \$41.5 billion to public education. Thanks to Lottery retail partners and players, the Lottery returned more than 95.5 percent of its revenue to the community in the form of prizes, education funding, and retailer commissions and bonuses. The Lottery will continue to implement cost-saving measures to keep administrative costs low and maximize funding for California's public schools.



In fiscal year 2021-22, the Lottery's more than 23,000 retail partners throughout the state collected nearly \$615 million in commissions and bonuses, while lucky players collected more than \$5.8 billion in prizes, both record highs!

	FY 2021-22	FY 2020-21	FY 2019-20
Lottery Sales	\$8,853,250,168	\$8,417,943,817	\$6,622,003,405
Revenue Returned to the Public:			
Prizes	\$5,825,673,018	\$5,610,605,541	\$4,403,715,159
Allocation of Sales to Education ¹	2,015,049,317	1,857,730,878	1,425,154,855
Retailer Compensation	614,710,750	585,861,906	460,706,639
Total Revenue Returned to the Community	\$8,455,433,085	\$8,054,198,325	\$6,289,576,653
Percentage of Revenue Returned to the Community	95.51%	95.68%	94.98%

¹ Does not include unclaimed prizes, interest income, and other income.

Contribution To Education

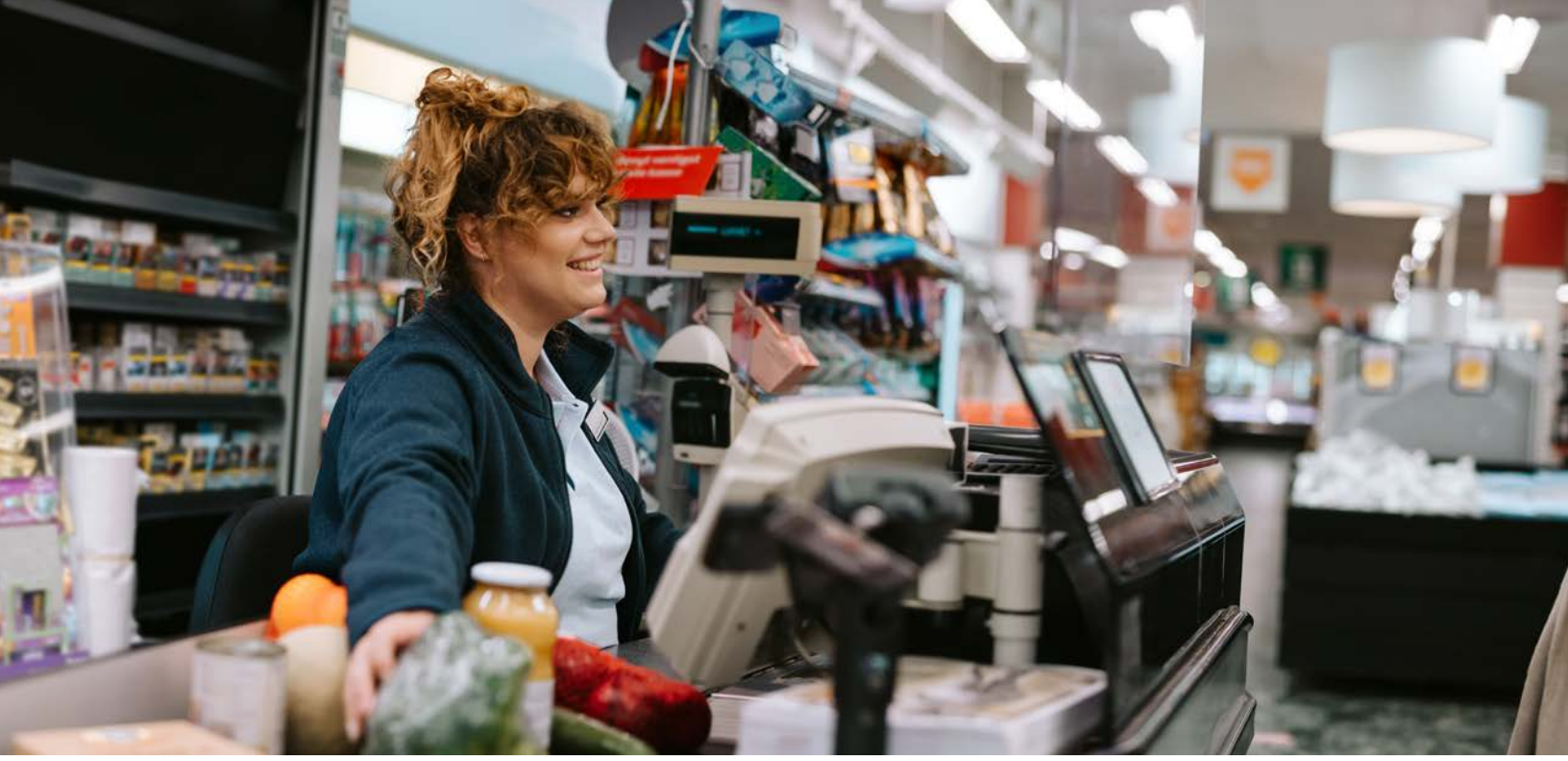
California State Lottery Education Allocations For the Fiscal Year Ended June 30, 2022

Recipient	Average Daily Attendance	Year to Date Total ¹	Percent of YTD Funding	Cumulative Total (1985-Present)
K-12	6,171,811	\$1,650,976,292	79.25%	\$33,151,635,443
Community Colleges	1,148,253	304,443,719	14.61%	5,817,101,228
California State University System	412,223	74,541,739	3.58%	1,536,564,651
University of California	289,314	52,862,889	2.54%	966,719,741
Other Educational Entities ²	2,428	432,941	0.02%	50,325,017
Grand Total	8,024,029	\$2,083,257,580	100.00%	\$41,522,346,080

¹ The Year-to-Date Total is the amount allocated to education by the State Controller's Office for fiscal year ended June 30, 2022, and does not reflect the total earned for the fiscal year primarily due to timing differences.

² Includes payments to College of the Law - San Francisco, California Maritime Academy, Department of Correction and Rehabilitation - Division of Juvenile Justice, Department of Education - State Special Schools, Department of Developmental Services, and Department of State Hospitals.





Lottery retail partners throughout the state enjoyed another record year, receiving nearly \$615 million in commissions and bonuses. During fiscal year 2021-22, the Lottery’s network of retail partners returned to its pre-pandemic size of more than 23,000. The Lottery supports its retail partners as they recover from the pandemic by offering extended payment terms and waiving some fees.

Every Lottery retailer plays an important part in raising supplemental funding for public education. Their dedicated hard work and commitment are major reasons the Lottery continues to set records in sales and funds transferred to its beneficiary. A little goes a long way for supporting education and helping students.

Lottery retailers earn sales commissions of up to 6 percent on every ticket sold. In addition, retailers earn a cashing bonus when they “cash” or pay prizes of under \$600 to lucky winners. Additionally, retailers who sell a ticket that wins a jackpot prize or a prize over \$1 million earn an additional sales incentive bonus. For many retailers, they use this additional income to support their families, retain employees, and give back to their communities.

	FY 2021-22	FY 2020-21	FY 2019-20
Retailer Sales Commissions	\$561,032,558	\$538,190,567	\$422,594,018
Retailer Cashing Bonus	48,350,766	44,350,586	34,589,744
Retailer Sales Incentive Bonus	5,327,426	3,320,753	3,522,877
Total	\$614,710,750	\$585,861,906	\$460,706,639

**A LITTLE PLAY
CAN MAKE YOUR DAY**



SCRATCHERS



SCRATCHERS

GAME NIGHT

**SCRATCHERS
GIFT GUIDE**



SCRATCHERS

Scratchers games remain the biggest driver of Lottery sales increases, as Scratchers sales accounted for 77.1 percent of total Lottery sales during fiscal year 2021-22. Scratchers tickets are played by removing a special coating to reveal symbols and “instantly” learn whether the ticket is a winner. The Lottery currently offers Scratchers tickets ranging from \$1 to \$30 and games may feature prizes up to \$20 million.

The Lottery sets prize payout levels designed to maximize contributions to its beneficiary. As part of that effort, the Lottery debuted the *Set for Life: Millionaire Edition* game at the popular \$30 price point, offering a top prize of \$20 million, the largest prize yet for a Scratchers game. In addition, the Lottery launched a new multi-year Scratchers brand repositioning initiative anchored by the tagline “A Little Play Can Make Your Day.” This endeavor puts more emphasis on the fun and entertainment aspect of Scratchers games to build stronger appeal for these games and increase frequency of play among casual and non-players. These efforts and more led to Scratchers sales of more than \$6.8 billion during fiscal year 2021-22, a 6.6 percent increase from the prior fiscal year.

The Lottery introduced more than 50 new

Scratchers games in fiscal year 2021-22 and became the first jurisdiction to launch a \$20 Lunar New Year game in North America and the first state to offer two Lunar New Year games at once.

The Lottery featured some fun and unique promotions in its 2nd Chance program, where players can enter non-winning tickets for another chance to win. The *California Dreamin’ “Explore the Dream State”* promotion achieved the highest submission rate of any bonus draw promotion. Prizes featured an Airstream trailer, an SUV, spending cash, and California State and National Park passes. The Lottery also ran a progressive 2nd Chance bonus promotion, where the grand prize amount grew larger based on the total number of submissions. This highly engaging promotion sustained player interest over many weeks and encouraged purchase and play of \$1, \$2, and \$3 price-point games.



Total Games Sales for the Fiscal Year Ended June 30, 2022

Games	Total Sales	Percentage of Sales
Scratchers	\$6,830,109,188	77.15%
Mega Millions	\$372,827,096	4.21%
Powerball	\$569,876,489	6.44%
SuperLotto Plus	\$242,795,423	2.74%
Hot Spot	\$401,837,336	4.54%
Daily 3	\$184,317,983	2.08%
Fantasy 5	\$178,570,558	2.02%
Daily Derby	\$35,724,912	0.40%
Daily 4	\$37,191,183	0.42%
Total	\$8,853,250,168	100.00%

Draw games refers to the category of games for which numbers are drawn at random to determine the winning tickets. Draws are securely conducted either mechanically or electronically, depending on the game. The Lottery currently offers eight draw games, including the multi-state jackpot games *Mega Millions*[®] and *Powerball*[®]. *Powerball* draws three times per week, while *Mega Millions* and California's own jackpot game, *SuperLotto Plus*[®], draw twice a week.

During fiscal year 2021-22, *Powerball* had eight draws for which the advertised jackpot was half a billion dollars or more and had nearly \$570 million in sales, a 39.6 percent increase from the prior fiscal year. In contrast, *Mega Millions* had no jackpots reach that high during the fiscal year and, subsequently California's *Mega Millions* sales were \$372.8 million, down 29.5 percent from the prior fiscal year.

Sales of California's own lotto-style game, *SuperLotto Plus*, are also largely driven by jackpot levels. Sales of *SuperLotto Plus* were \$242.8 million, a decrease of 7.1 percent in comparison to the prior fiscal year when jackpots amounts were larger.

The Lottery's four daily games - *Daily 3*, *Daily 4*, *Fantasy 5* and *Daily Derby*[®] - draw every day and totaled approximately \$436 million in combined sales, which is nearly unchanged from the prior fiscal year.

Hot Spot[®], a fast-moving game that draws every four minutes, was another Lottery record breaker. *Hot Spot* sales were \$401.8 million, a 7.6 percent increase from the prior fiscal year's then record-high sales levels. This increase coincided with an effort by the Lottery to place more *Hot Spot* monitors in retail locations, and to offer *Hot Spot* draw results on the CA Lottery mobile app.

LOTTERY FINANCIAL SUMMARY

Revenues	FY 2021-22	FY 2020-21	FY 2019-20
Operating Revenues:			
Scratchers	\$6,830,109,188	\$6,409,463,025	\$5,029,765,509
Lotto Games ¹	1,185,499,008	1,198,771,157	888,372,887
Hot Spot Games	401,837,336	373,301,793	311,848,814
Daily Games ²	435,804,636	436,407,842	392,016,195
Total Operating Revenues	\$8,853,250,168	\$8,417,943,817	\$6,622,003,405
Non-operating Revenues ³			
Unrealized Gains (Losses) on Investments	\$(98,716,480)	\$(55,646,618)	\$72,256,522
Interest Earned/Accreted on Investments	26,390,107	28,054,375	29,031,594
Interest on Funds held by State Treasurer	4,021,399	3,592,599	11,833,269
Other Income	611,692	1,823,112	195,722
Total Non-Operating Revenues	\$(67,693,282)	\$(22,176,532)	\$113,317,107
Total Revenues	\$8,785,556,886	\$8,395,767,285	\$6,735,320,512

Revenues to Education for Fiscal Year 2021-22	Amount
Allocation of Sales to Education	\$2,015,049,317
Unclaimed Prizes Directly to the Education Fund	57,691,492
Interest Income	4,021,399
Other Income	611,692
Total Funds Transferred to the Education Community	\$2,077,373,900

¹ Lotto games are *SuperLotto Plus*, *Powerball*, and *Mega Millions*.

² Daily games are *Daily 3*, *Daily 4*, *Daily Derby*, and *Fantasy 5*.

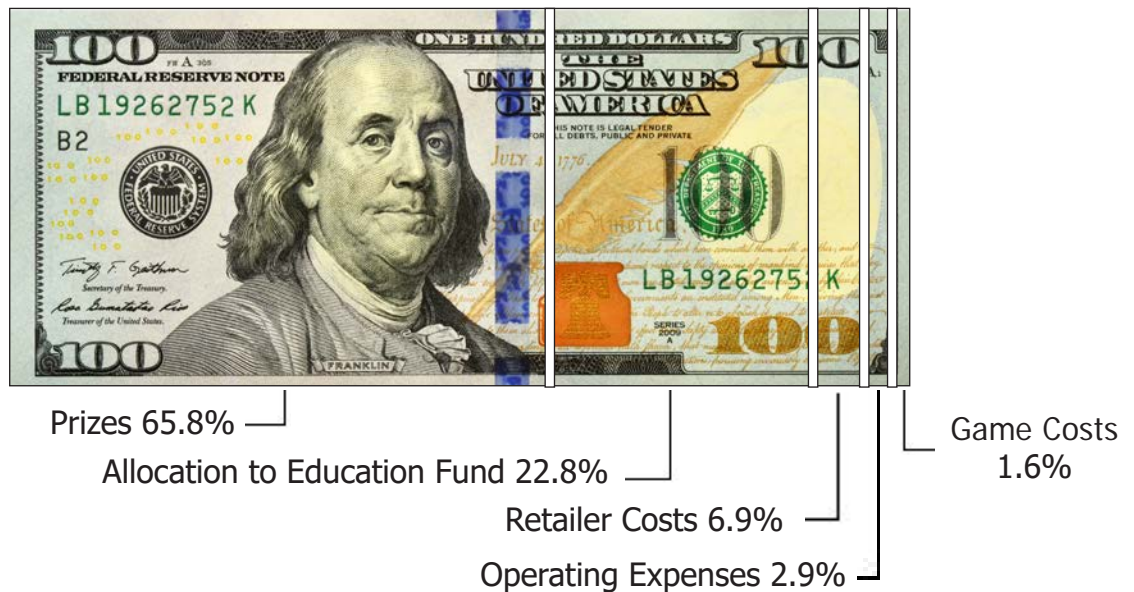
³ The Lottery purchases high quality government bonds to fund annuitized grand prize winners. Interest earned on investments, unrealized gains/losses on investments, and other income are considered non-operating revenues - activities that are not directly associated with the sale of lottery tickets. Investment earnings come from interest payments and capital gains collected upon a sale or maturity of a security. All Lottery investments are held to maturity to meet the required prize payouts. An unrealized gain is a profit that exists on paper, resulting from an investment. It is an increase in a security that has yet to be sold or matured. An unrealized loss is the opposite. All Lottery cash is held on deposit with the California State Treasurer and is invested by that office in the Surplus Money Investment Fund. Interest earned on these funds are distributed quarterly by the State Treasurer and transferred to Education. Other income consists of gains or losses on sale of Lottery assets.

Expenses	FY 2021-22	FY 2020-21	FY 2019-20
Prizes:			
Scratchers Game Prizes	\$4,771,553,752	\$4,548,367,391	\$3,527,316,397
Draw Game Prizes	1,054,119,266	1,062,238,150	876,398,762
Total Prizes	\$5,825,673,018	\$5,610,605,541	\$4,403,715,159
Game Costs:			
Retailer Costs	\$614,710,750	\$585,861,906	\$460,706,639
Draw/Scratchers Game Costs	144,157,214	142,564,672	119,260,187
Total Game Costs	\$758,867,964	\$728,426,578	\$579,966,826
Operating Expenses	\$253,659,869	\$221,180,820	\$213,166,565
Non-Operating Expenses ¹	\$27,486,748	\$29,383,248	\$31,029,663
Allocation to Education Fund ²	\$2,019,682,408	\$1,863,146,589	\$1,437,183,846
Total Expenses	\$8,885,370,007	\$8,452,742,776	\$6,665,062,059

¹ Non-operating expenses includes interest imputed on the liability for grand prizes won and not yet paid. Imputed interest is interest assumed to have been collected even if the interest was not paid to the Lottery from the purchases of zero-coupon Treasury bonds.

² Includes interest income and other income; does not include unclaimed prizes, which are transferred to the Education Fund directly.

Distribution of Revenues for FY 2021-22



Statement of Net Position

The *statement of net position* represents the Lottery's financial position. It reports the Lottery's assets and liabilities at the close of the fiscal year. The Lottery is structured as a single enterprise fund and its financial statements are prepared on the accrual basis in accordance with accounting principles generally accepted in the United States of America. Accrual basis means that revenues and expenses are recognized when incurred, not when received or paid. The Lottery's fiscal year runs from July 1 to June 30. The Lottery's net position for fiscal years ending June 30, 2020-2022 is shown below.

	FY 2021-22	FY 2020-21	FY 2019-20
Assets:			
Current and Other Assets	\$2,147,099,622	\$2,194,497,289	\$1,839,486,472
Capital Assets	191,966,405	204,847,726	214,519,651
Total Assets	\$2,339,066,027	\$2,399,345,015	\$2,054,006,123
Deferred Outflows of Resources	\$72,378,689	\$71,040,365	\$76,874,767
Total Assets and Deferred Outflows	\$2,411,444,716	\$2,470,385,380	\$2,130,880,890
Liabilities:			
Current Liabilities	\$1,559,391,219	\$1,489,331,035	\$1,063,992,779
Non-Current Liabilities	1,002,042,212	1,077,447,896	1,098,160,803
Total Liabilities	\$2,561,433,431	\$2,566,778,931	\$2,162,153,582
Deferred Inflows of Resources	\$88,257,250	\$42,039,293	\$50,184,661
Total Liabilities and Deferred Inflows	\$2,649,690,681	\$2,608,818,224	\$2,212,338,243
Net Investment in Capital Assets	\$191,966,405	\$204,847,726	\$214,519,651
Restricted by Legislation	\$7,116,447	\$106,929,568	\$163,905,059
Unrestricted Deficit	\$(437,328,817)	\$(450,210,138)	\$(459,882,063)
Total Net Position	\$(238,245,965)	\$(138,432,844)	\$(81,457,353)

The Lottery's negative net position is due to recent changes in accounting for pensions and retiree health benefits. The State of California's pension and retiree healthcare benefit plans are not fully funded, meaning that the plans have more liabilities than they do assets to cover them. Previously, the liabilities for these plans appeared on the State of California financial statements, but recent accounting changes now require state agencies and funds to show the liabilities on their own financial statements. Through employer and employee contributions and returns on investments, the plans are working to reduce the liabilities and fully fund the plans in future years. During fiscal year 2021-22, the Lottery's net position decreased nearly \$100 million due primarily to a decrease in the fair value of investments held to pay annuitized prizes. Readers wanting more detailed financial information should refer to the Lottery's 2022 Annual Comprehensive Financial Report available on the Lottery's website at www.calottery.com/about-us.



Costa Mesa District Office

Statement of Activities

CHANGES IN NET POSITION	FY 2021-22	FY 2020-21	FY 2019-20
Operating Revenues:	\$8,853,250,168	\$8,417,943,817	\$6,622,003,405
Less Prizes	5,825,673,018	5,610,605,541	4,403,715,159
Sales After Prizes	\$3,027,577,150	\$2,807,338,276	\$2,218,288,246
Less Game Costs:			
Retailer Costs	\$614,710,750	\$585,861,906	\$406,706,639
Gaming System Costs	102,320,421	97,963,148	82,692,866
Scratchers Game Costs	41,836,793	44,601,524	36,567,321
Total Game Costs	\$758,867,964	\$728,426,578	\$579,966,826
Income Before Operating Expenses	\$2,268,709,186	\$2,078,911,698	\$1,638,321,420
Operating Expenses:			
Salaries, Wages, and Benefits	\$101,243,980	\$104,757,919	\$111,146,383
Advertising	92,849,859	59,135,920	40,856,926
Promotions, Public Relations, and Point of Sale	8,529,662	7,490,496	9,385,619
Other Professional Services	18,129,419	17,728,391	16,225,755
Depreciation and Amortization	15,982,732	16,765,127	18,428,535
Other General/Admin. Expenses	16,924,217	15,302,967	17,123,347
Total Operating Expenses	\$253,659,869	\$221,180,820	\$213,166,565
Operating Income	\$2,015,049,317	\$1,857,730,878	\$1,425,154,855
Non-Operating (Expenses) Revenues:			
Investment Earnings	\$(68,304,974)	\$(23,999,644)	\$113,121,385
Interest Expense Imputed on Annuitized Prize Liability	(27,486,748)	(29,383,248)	(31,029,663)
Other Income	611,692	1,823,112	195,722
Allocation to Education Fund	(2,019,682,408)	(1,863,146,589)	(1,437,183,846)
Total Non-Operating (Expense) Revenue	\$(2,114,862,438)	\$(1,914,706,369)	\$(1,354,896,402)
Change in Net Position (Deficit)	\$(99,813,121)	\$(56,975,491)	\$70,258,453
Total Net Position - Beginning Balance	(138,432,844)	(81,457,353)	(151,715,806)
Total Net Position - Ending Balance	\$(238,245,965)	\$(138,432,844)	\$(81,457,353)

The statement of activities shows how the Lottery's position changed during the fiscal year reported, and also shows total revenues earned and expenses incurred. The Lottery's fiscal year runs from July 1 to June 30.

Operating Revenue is income derived from the Lottery's everyday activities consisting of ticket sales. Lottery operating revenue increased more than \$435 million in fiscal year 2021-22 or 5.2 percent from the previous fiscal year. The Lottery surpassed the records it had set in the previous fiscal year for both sales and contribution to its beneficiary. This increase was due in part to the addition of a third weekly *Powerball* drawing, which kicked off on August 23, 2021. *Powerball* also had eight draws for which the advertised estimated jackpot was \$500 million or more during the fiscal year and had a 39.6 percent increase in sales from the prior fiscal year. *Scratchers* had a solid year with a 6.6 percent increase in sales while *Hot Spot* had another record-breaking year with sales increasing by 7.6 percent from the prior fiscal year's then record-high sales levels.

Game costs consist of retailer sales commissions and bonuses, ticket production and delivery expenses, and gaming vendor charges. Total game costs increased as sales increased.

Operating Expenses are expenses the Lottery incurs as a result of its normal business operations. These expenses are required to run the Lottery while maximizing the generation of supplemental funding for education. Advertising expense increased with the launch of the new *Scratchers* category branding initiative featuring the tagline "A Little Play Can Make Your Day." Promotion, public relations, and point of sale increased as the Lottery launched various 2nd

Chance promotion programs to help engage and retain both casual and core players. Other general and administrative expenses increased primarily due to resumed spending on travel and vehicle maintenance which had been suspended during the pandemic. The allocation to the Education Fund increased primarily due to increased sales.

Non-operating revenues mainly consist of investment earnings from the Surplus Money Investment Fund held at the State Treasurer's Office and interest earned on the Lottery's bond investments purchased to fund annuitized prizes. Non-operating expenses mostly consist of transfers of net revenues and unclaimed prizes to the State Controller's Office to be allocated to California public education.

For more detailed financial information, readers should refer to the Lottery's 2022 Annual Comprehensive Financial Report available at www.calottery.com/about-us.



Alva Johnson - Lottery Director



Environmental Sustainability

The Lottery continues its commitment to environmental sustainability. Recently, the Lottery received another prestigious Leadership in Energy and Environmental Design (LEED) certification for one of its new and remodeled district offices in Chatsworth, California. LEED is the nationally accepted benchmark for high-performing green buildings recognized by the United States Green Building Council. LEED-certified buildings save money, improve efficiency, lower carbon emissions and create healthier work environments for employees. Further, the financial savings realized through Lottery’s commitment to sustainability programs result in additional supplemental funding for public schools.

Location	Year	LEED Cert.	Construction Type
Chatsworth District Office	2023	SILVER	New Construction & Building Design
Costa Mesa District Office	2023	SILVER	New Construction & Building Design
Milpitas District Office	2020	GOLD	New Construction & Building Design
Rancho Cucamonga District Office	2019	SILVER	New Construction & Building Design
San Diego District Office	2019	GOLD	New Construction & Building Design
Southern Distribution Center	2019	GOLD	Building Operation & Maintenance
Fresno District Office	2018	GOLD	New Construction & Building Design
Southern Distribution Center	2017	GOLD	Commercial Interiors
Santa Fe Springs District Office	2016	GOLD	New Construction & Building Design
Sacramento Headquarters	2016	SILVER	Building Operation & Maintenance
Sacramento Headquarters	2012	GOLD	New Construction & Building Design

In addition, eight Lottery properties, including the Lottery headquarters building in Sacramento, have received distinguished ENERGY STAR certification from the U.S. Environmental Protection Agency (EPA) in recognition for meeting stringent performance standards. In fact, a majority of Lottery properties are also classified as Zero Net Energy (ZNE) facilities. ZNE means the building is designed to produce as much on-site energy in a year as it consumes. The energy-efficient buildings allow the Lottery to lower operating costs, which in turn helps provide additional dollars to California public education. As part of its sustainability efforts, the Lottery has also installed 47 electric vehicle charging stations spread out over nine different locations to help support its growing fleet of electric vehicles.

The Lottery recognizes it has responsibilities beyond selling entertaining products. In February 2015, the California State Lottery became the first Lottery in the nation to receive a World Lottery Association (WLA) Responsible Gaming Level Four Certification. This is the highest level of internationally recognized certification for responsible gaming. In 2021, we were honored to receive a level four recertification.

WLA, the global authority on the lottery business, consists of state-authorized lotteries and gaming organizations from more than 80 countries on six continents. Its Responsible Gaming Principles and Framework Certification Program outlines lotteries' level of commitment to corporate social responsibility and responsible gaming. Its aim is to protect lottery players and assure that revenues are used for public good.



The Lottery offers its retail partners and their employees free training on responsible gaming through its online Retailer Portal. The training video is tailored for retailers so that staff can navigate through sensitive situations involving responsible gaming.

The training provides strategies on how to respond to common workplace situations involving responsible play, increasing awareness on gambling disorders, and helping prevent underage gaming. The video also equips retailers with information about no-cost problem gambling treatment services provided by the California Office of Problem Gaming. Becoming knowledgeable about responsible gaming is aligned with the Lottery's strategic goals, is good for business, and provides positive customer service.

The new retailer training is part of the Lottery's continued commitment to minimize problem gambling disorders in California and enhance its responsible gaming program that holds the highest global certification from the WLA. The Lottery's responsible gaming program is comprehensive - it impacts our games, employees, business partners, and players.

The Lottery wants players to enjoy Lottery games, and that means playing them responsibly. Borrowing money to play, spending above one's budget, or using money allocated for other purposes can lead to significant problems for players and their families. If you or someone you know has a gambling problem, the first step toward recovery is getting help by contacting the California Problem Gambling Helpline at 1-800-GAMBLER (1-800-426-2537).

THE CALIFORNIA LOTTERY'S MISSION IS TO RAISE SUPPLEMENTAL FUNDING FOR PUBLIC EDUCATION THROUGH THE RESPONSIBLE SALE OF LOTTERY PRODUCTS.

**California Lottery
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Sacramento, CA 95811
www.calottery.com
1-800-LOTTERY | TDD 1-855-591-5776**

DISTRICT OFFICES

**Chatsworth
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Milpitas, CA 95035
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**Sacramento
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