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P R E S S R E L E A S E

For IMMEDIATE RELEASE
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CA Lottery to Temporarily Close District Offices to the Public *Prize Claims Can Still Be Sent by Mail*

SACRAMENTO – Effective Monday, December 7, all nine of the California Lottery district offices will be temporarily closed to the public. This closure follows the [California Regional Stay at Home Order](#), issued December 3, 2020, meant to stop the surge of COVID-19 cases and prevent a strain on our health care system.

The in-person drop box claims processes will be temporarily suspended until further notice; mail-in claims will continue to be accepted. Prizes up to \$599 can still be redeemed at any of the California Lottery's more than 23,000 retail locations that remain open in accordance with state and local public health orders. In order to claim a prize of \$600 or more, claimants must submit their winning ticket and claim form through the Lottery's mail-in claims process. Claimants must completely fill out the claim form and sign the back of the ticket. The form, along with detailed instructions, are on the California Lottery [website](#).

Additionally, the Lottery strongly recommends claimants take photos or make copies of both the completed claim and the front and back of the winning tickets before mailing. Tickets are accepted via standard mail, but the Lottery recommends sending claimed tickets by certified mail, or some other service that provides tracking of delivery progress. If players need additional assistance, they are asked to call California Lottery Customer Service at 1 (800) LOTTERY or 1 (800) 568-8379.

The California Lottery and its employees continue to serve as an essential government function to generate critical funding for public schools. The Lottery thanks players for their understanding during this temporary action.

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The California Lottery's mission is to provide supplemental funding to California public schools, including kindergarten and grades 1-12, community colleges, the California State University, the University of California, and other California public educational entities. The funds the Lottery transfers to public education total approximately \$1.8 billion for fiscal year 2018-19, which amounts to a modest percentage of education's overall budget. However, this funding is largely non-discretionary, meaning schools can use this for important, yet unfunded instructional programs they would otherwise not afford. During the same period the Lottery generated almost \$7 billion in sales, more than 95% of which goes back to the community in the form of prize payments, retailer commissions and bonuses, and contributions to education. The California Lottery urges its customers to play responsibly. Problem gambling resources are available to anyone at 1-800-GAMBLER.

www.calottery.com