



## P R E S S   R E L E A S E

FOR IMMEDIATE RELEASE

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### ***Lottery District Offices Offer Appointments for Claims Processing Contactless Drop Boxes Still Available***

**SACRAMENTO** – California Lottery players may now pre-schedule appointments at District Offices for in-person services prize claim forms. This is a new way for players to safely process claim forms in addition to the secure drop boxes and mail system currently in use. Please be advised that appointment availability will vary by location. Walk-ins are **not allowed** in order to maximize the safety of the public and Lottery team members.

Making an appointment is easy:

- 1) Review health and safety requirements at [www.calottery.com/ClaimDropOff](http://www.calottery.com/ClaimDropOff)
- 2) Click or tap the “[Schedule an Appointment](#)” button
- 3) You will be directed to the Claims Processing Appointment Center
- 4) Select your District Office location
- 5) Select your appointment time

If you need to reschedule or cancel, use the links in your confirmation email to do so.

Before arriving at the District Office:

- 1) Sign your ticket and complete your claim form
- 2) Make a copy of the claim form and the front and back of your ticket for your records
- 3) Bring your claim form and associated ticket with you.

Once you arrive at the District Office:

- 1) Check in through the link in your confirmation text and/or email and
- 2) Wait until you are advised to enter the office.

If dropping off using the secure drop box, place your completed claim form and associated ticket in a sealed envelope and bring it with you. No postage is needed when dropping off your claim. To maximize safety, materials such as pens are not available to the public at the Lottery District Offices. To protect the health and safety of Lottery employees and the public, the California Lottery is asking that players continue to abide by state and local public health guidelines.

If visiting a District Office, wear a mask and keep a 6-foot distance from others. Floor markers have been installed and face covering use will be monitored. Additionally, appointments are limited to one person at a time unless assistance, such as language translation, is required. Use hand sanitizer and avoid touching your face. Cover a cough or sneeze with a tissue and use hand sanitizer afterwards.

Players can also continue to claim Lottery prizes \$599 and under at authorized Lottery retailers and claims for prizes \$600 and over can be mailed. Claim forms and detailed instructions can be found on the CA Lottery [website](#). Claim forms are also available at Lottery retailer locations.

The California Lottery and its employees continue to serve an essential government function, providing supplemental funding to the state's public schools, colleges and universities. In addition to supporting public education, the Lottery also provides essential revenue to the local retailers that sell tickets. This money directly helps local businesses – most of which are independently-owned by entrepreneurs trying to stay afloat during these difficult times.

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### **About the California Lottery**

*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](http://www.calottery.com)