

# CLAIMS PROCEDURE (£51 and above)

This form is available from participating retailers or businesses or by contacting our Customer Service Team on 0330 123 3951\*. The team can email or post a Claim Form, or you can download a copy of this form from our website [www.scottishchildrenslottery.com](http://www.scottishchildrenslottery.com)

Wins of **up to £50** per draw in the Scottish Children's Lottery can be claimed from a participating retailer.

Claims must be made no later than 6pm on the 180th day after the date of the relevant Lottery Draw.

## For wins of £51 up to £1,999

1. Customers will be asked to send the following items to the Scottish Children's Lottery:
  - a. Completed Claims Form which is available from either the website at [www.scottishchildrenslottery.com](http://www.scottishchildrenslottery.com) or from a participating retailer
  - b. Winning receipt/ticket.
2. The customer will also be required to indicate their payment preference, cheque or bank transfer, which will then be made within 14 days of receipt of the winning ticket.

## For wins of £2,000 and above (up to £25,000)

1. Contact Customer Service on **0330 123 3951** in the first instance to confirm the win.
2. Customers will be asked to send the following items to the Scottish Children's Lottery - (Recorded Delivery is strongly recommended):
  - a. Completed Claims Form which is available from either the website at [www.scottishchildrenslottery.com](http://www.scottishchildrenslottery.com) or from a participating retailer
  - b. Winning receipt/ticket.
  - c. Copy of document for proof of ID and age. Accepted documents:
    - i. Current Passport (full copy of photo page)
    - ii. Current UK or EEA Photocard Driving Licence (excluding Provisional Licence)
    - iii. EEA member state identity card
  - d. Copy of document for proof of address. Accepted documents:
    - i. Utility bill (gas, electricity, satellite/cable television, landline telephone) issued within the last three months
    - ii. Current UK Driving Licence (if not used in part C above, and excluding Provisional Licence)
    - iii. EEA member state identity card (if it carries the address, and not used in part C above)
  - e. Copy of proof of bank details. Accepted documents:
    - i. Bank / Credit Card statement dated within the last three months
3. Customers can if they prefer, arrange to present their winning tickets at any STV office; we have offices in Glasgow, Aberdeen, Dundee, Edinburgh, Inverness and London. **This needs to be done by prior arrangement by contacting Customer Service on 0330 123 3951. This only applies to winnings of £2,000 and over.**

## Address to send required documentation:

Scottish Children's Lottery  
PO Box 9815  
Isle of Bute  
PA20 2AB

## Payment Options

Customers will be required to indicate their payment preference, cheque or bank transfer, which will then be made within 14 days of receipt of the winning ticket for claims of up to £1,999.

For claims of £2,000 and above, payment may take longer than 14 days, which is subject to a successful verification of your identity, age and payment details.



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## PRIZE CLAIMS FORM

First name ..... Surname .....

Address .....

Town ..... Postcode .....

Telephone ..... Mobile ..... Email .....

### Payment Preference

Cheque  Bank Transfer

### For Bank Transfer Only:

Name of Bank/Building Society .....

Sort code:  Account No:

Name of Account Holder .....

Payment will be made within 14 days of receipt of the winning ticket

### Publicity

Do you agree to publicity?

Yes  No

If you would like to speak to one of our team in the first instance regarding any aspect of your ticket or claim then please get in touch on 0330 123 3951\*

\*Standard geographic rates apply for landlines. Mobiles may vary.

### Customer Checklist

Please make sure you have enclosed the following documentation:

1. Completed Claims Form .....
2. Winning Receipt/Ticket .....   
For claims of £2,000 and over, please also enclose the following, in addition to items 1 and 2:
3. Copy of proof of Identification & Age (As listed in 2c overleaf) .....
4. Copy of proof of address (As listed in 2d overleaf) .....
5. Copy of bank details (As listed in 2e overleaf) .....