



**NATIONAL
LOTTERY**

**PARTICIPANTS'
CODE OF PRACTICE**

NATIONAL LOTTERY[®] CONTACTS

For all enquiries, complaints or Game information; phone, e-mail, or write to the National Lottery at:

- Players' 'HelpLine' 0800-777 777 Toll Free
- Postal Address: Gidani (Pty) Ltd
Private Bag X130
Halfway House
Midrand, 1685
- E-mail: info@gidani.co.za
- Website: www.gidani.co.za

NATIONAL LOTTERY[®] OFFICES

Head Office - Gauteng:

Former Nashua Building
Stand 405, Halfway House extension 32
Old Pretoria Main Road
Halfway House
Midrand

Mpumalanga Regional Office -Witbank:

Ground Floor, Unit 2
Stand 4093, Corner Frans and Susana Streets
Witbank Extension 33
Witbank

North West Regional Office - Klerksdorp:

Shop 1B,
West End Shopping Centre,
51 Leask Street,
Klerksdorp

Kwazulu Natal Regional Office - Durban:

Ground Floor,
92 Armstrong Avenue,
La Lucia Ridge,
Durban

Western Cape Regional Office - Cape Town:

51 Wale Street,

Cape Town

Eastern Cape regional Office - Port Elizabeth:

89 Cape Road,
Port Elizabeth.

Free State Regional Office - Bloemfontein:

Shop C01
Middestad Shopping Centre
Westburger Street
Bloemfontein

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Dear Player,

The South African National Lottery is designed so as to offer entertainment and dreams in the lottery games' Participants by providing them with an interesting portfolio of games, while maximizing returns to the good causes to the benefit of the whole South African community.

Gidani is committed to service our Players in the most efficient and effective way. You, the player, are one of Gidani's most important stakeholders and we aim to make lottery games' playing an enjoyable experience.

This Code of Practice, which has been approved by the National Lotteries Board, sets out the services which the National Lottery and its Retail Agents are committed to offer you in the most efficient way. This document is reviewed at least annually while our performance is regularly monitored against this Code so as to ensure that your expectations are fulfilled!

I hope you enjoy playing the games offered by the National Lottery.

Prof. Bongani Aug. Khumalo

**Chairman
Gidani (Pty) Ltd**

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1. INTRODUCTION

The National Lottery is operated by Gidani (Pty) Ltd under a seven year License from the Minister of Trade and Industry. Gidani's activities are regulated by the National Lotteries Board on behalf of the Minister of Trade and Industry. Their statutory duties, inter alia, are to ensure that the National Lottery is run securely and fairly, that the interests of every Player are protected and provided these objectives can be met, to ensure that as much money as possible is raised for the good causes specified in the Lotteries Act 1997.

The money raised by the National Lottery is distributed through the National Lottery Distribution Trust Fund to help the following causes:

- Reconstruction and Development
- Charities
- Sport and Recreation
- Arts, Culture and National Heritage
- Other areas as approved by The Minister of Trade and Industry

Bodies representing these areas individually consider and approve relevant funding applications. Gidani has no involvement in the distribution of the funds raised by the National Lottery.

The National Lottery offers Players a variety of Games, the rules of which are available for inspection at all Retail Outlets and National Lottery Offices. You can also obtain your own copy by writing to the National Lottery or by telephoning Players' 'HelpLine'. These documents will be produced for both players and retailers in all relevant regional languages.

2. THIS CODE OF PRACTICE

This Code of Practice on Player Relations will set out the services that Gidani is expected to provide for players/participants and will be available in the relevant regional languages. The National Lotteries Board has approved the Code and will use it to monitor Gidani's performance.

3. DEFINITIONS

In this Code, specific words have the following meanings:

Act

The Lotteries Act 1997, as amended.

Authorized Prize Payment Centre

Location where prizes up to R 50,000 can be paid.

Draw

A process, which is used to randomly select a set of Winning Numbers.

Game

Any Lottery Game run or promoted by Gidani as part of the National Lottery.

Game Rules

The Rules governing participation in any Game is prepared by Gidani and approved by the National Lotteries Board.

Instant Ticket

A pre-printed ticket with play symbols or values hidden under a latex coating. The latex must be removed to determine if it is a winning Ticket. Also referred to as scratch cards.

Jackpot

The top prize won when all six numbers selected by a Player, in a single board, of an On-Line Game match the first six numbers selected in the Draw. The prize is shared when several Players have selected the same numbers.

License

The License granted by the Government of the Republic of South Africa to Gidani to operate the National Lottery

Lottery Terminal

Means the device, which allows On-Line Tickets to be printed and winning Tickets to be validated.

LOTTO

On-Line games utilizing a computerized terminal to record selections and also to validate prize claims.

LOTTO PLUS

An extension of the LOTTO On-Line Game in which selections made for a LOTTO Draw are wagered for an additional corresponding LOTTO Plus Draw.

Means of Identification

Documents that may be required to claim a prize: South African Identity Book, South African Drivers License or a Passport.

National Lotteries Board

The body established by the Minister of Trade and Industry, in terms of the Lotteries Act, to regulate the National Lottery.

National Lottery

The National Lottery as defined in the Act, including several constituent lottery games.

National Lottery Distribution Trust Fund (NLDTF)

The fund established under the Act for the receipt of money raised by the National Lottery for distribution to Good Causes as specified in the Act.

On –Line Game

Any game utilizing a computerized terminal to record selections and also to validate prize claims.

Player

A member of the public aged 18 years or over who purchases a National Lottery Ticket.

Playing Public

Members of the public who are eligible to purchase National Lottery Tickets.

Players' 'HelpLine'

The National Lottery telephone service that responds to Players' enquiries. This service is available on **0800 777 777 - Toll free.**

Quick Pick

A method of selection that players can choose instead of marking numbers themselves. The Terminal generates randomly sets of six numbers, which are printed on the LOTTO Ticket.

Retailer

Any person, firm or company authorized in writing by Gidani to sell National Lottery Tickets and/or pay prizes in respect of Valid Winning Tickets.

Retail Outlet

Any authorized premises (including premises where an attended vending machine is situated) where tickets in a Constituent Lottery are sold to Players.

Scratch Cards

A pre-printed Ticket with play symbols or values hidden under a latex coating. The latex must be removed to determine if it is a winning Ticket. Also referred to as an Instant Ticket.

SportStake Game

On-Line game involving the prediction of football matches' results, utilizing a computerized terminal to record selections and also to validate prize claims.

Ticket

A Ticket in LOTTO and Sportstake games issued by a Terminal and sold by an authorized Retailer in an authorized manner.

4. AVAILABILITY OF TICKETS

Tickets are available from Retail Outlets during normal retail operating hours, regardless of location. On line tickets can be purchased at any outlet that has an active terminal between

- i. 06:00 - 23:00 on non-draw days i.e., Mondays, Tuesdays, Thursdays and Fridays
- ii. 06:00 - 21:00 on draw days i.e., Wednesdays and Saturdays; and
- iii. 06:00 - 18:00 on Sundays.

Tickets are only available for sale to Players through Retail Outlets, which are clearly identifiable through signs and advertisements, or through the Subscription Service, details of which are available to the Playing Public on request from the National Lottery.

Gidani instructs Retailers to ensure that each Retail Outlet displays a notice of the games available there and periodically checks that this instruction is being followed. Retailers are also instructed not to sell Tickets to:

- Any person whom the Retailer knows, or ought reasonably to suspect, suffers from an addiction to excessive lottery play;
- Any person the Retailer suspects to be under 18 years of age and who cannot supply proof of age by means of identification;

Other than via the Subscription Service, Tickets cannot currently be purchased by means of telephone, fax, e-mail, Internet, cellular phone or similar means.

5. CANCELLATION OF TICKETS

5.1 A Ticket may be cancelled three minutes after the sale of the ticket if it is returned to the issuing Terminal. Provided that:

- 5.1.1 the ticket is presented to the issuing terminal within 2 hours of the time when it was purchased or prior to the close of the retail outlet where the issuing terminal is situated or the close of Ticket sales for that day or the Draw, whichever is the earlier, and
- 5.1.2 if the Ticket can be cancelled through the bar code reading device on the Terminal. The Retailer will be required to contact Retailer 'HelpLine' to receive authorization for cancellation in the event that the ticket to be cancelled is not readable by the bar code reading device.

5.2 On cancellation of a Ticket, the Player will be entitled to a refund from the Retailer equal to the retail price of the Ticket.

5.3 The Retailer will retain the cancelled Ticket together with the cancellation authorization issued by the Terminal for thirteen (13) months.

5.4 Cancellation of LOTTO ticket will automatically cancel LOTTO Plus entry reflected on that ticket.

For security reasons, under no circumstances may a Ticket be cancelled after this cancellation period has elapsed.

There is no cancellation facility for scratch cards.

6. GROUP (SYNDICATE) PLAY

Gidani encourages groups made up of friends, family or work colleagues to play the National Lottery Games in a syndicate. If players decide to play in a group and win, the Lottery will pay out only one winner. Prizes may be claimed by a single legal entity, either an individual or one organization. Groups, families, clubs or organizations can designate one individual or entity to receive a prize.

It should be noted that the organization of commercial syndicates which attempt to guarantee a large prize by buying large numbers of Tickets, and for which the organizer charges participants a fee over and above the cost of the Tickets, is illegal under the Lotteries Act.

Gidani will take action on behalf of the National Lotteries Board against persons it suspects of organizing commercial syndicates.

7. HOW TO WIN

A full description of how to find out if you have won a prize in a National Lottery Game, and how the prize amounts are calculated is contained in the Game Rules and 'How to Play' leaflets, which are available from any Lottery Retailer, from the Players' 'HelpLine', or by writing to the National Lottery .

On-Line Draw Results

LOTTO and LOTTO Plus Draws occur twice a week, on a Wednesday and Saturday evening. The games' draws are public and transmitted live on TV through local TV station. The winning numbers of the draw are immediately inserted in the central system and the retailers are able to print the results through the on line terminal. The results can also be obtained from the Players' 'HelpLine' or by writing to the National Lottery.

As far as the Sportstake game is concerned, after the end of all matches (fixtures) included in the program the game results are immediately inserted in the central system and the retailers are able to print the results through the on line terminal.

Special posters for all the South African National Lottery games are produced and delivered to the retail outlets, and include the winning numbers or the matches' results. In this way, if someone has not yet been informed on the draw results or on the matches' results; he/she can be informed by just visiting any Lottery Retail Outlet.

Details of the winning numbers, Total Ticket Sales, and calculations of prize amounts and number of prizes for each prize division for all Draws can be also be obtained by telephoning the Players' 'HelpLine', accessing the website <http://www.gidani.co.za>, or by writing to the National Lottery. This information is made available as soon as reasonably practicable following each Draw and after the calculations have been made and confirmed, and is widely distributed to the media.

Scratch Cards

The opaque coating of latex covering the play symbols must be removed to determine whether or not the Ticket is a winning Ticket. The play instructions on the Ticket will detail how the symbols indicate whether that Ticket is a winning Ticket or not. Further details for scratch card games are set out in scratch card Game Rules available from Retail Outlets, Players' 'HelpLine' or by writing to the National Lottery offices.

8. TICKET SECURITY AND ENTRY CONDITIONS

Players are entirely responsible for the safety of their Tickets and are advised to complete the details (Name, ID Number, etc.) and sign the back of the Ticket immediately after purchasing it.

The bearer of an unsigned winning Ticket or the Player whose name is written on the back of the Ticket is assumed to be, or to represent, the legitimate winner. Gidani is entitled to carry out checks to establish that the identity of the claimant of any prize matches the name on the Ticket. However, Gidani may withhold payment at any time in circumstances where the particulars of the claimant are in doubt or no means of identification are provided when requested.

In order to receive a prize, the printed ticket must be presented, as it is the only valid document for prize payment. The prize/s will be paid to whoever presents the winning ticket.

On-Line Games

If a winning On-Line Ticket has been stolen, lost or destroyed and the person claiming to have purchased it, notifies Gidani within 30 days before any claim has been made on it and, Gidani may at its discretion consider the validity of the claim and may, again at its discretion, pay the prize 365 days after the Draw date.

If a winning Ticket is damaged, but its serial number is intact, or it can be reconstructed and validated by Gidani, the appropriate prize will be paid. Gidani will use its best endeavors to reconstruct a damaged winning Ticket. In order for a reconstruction to take place, a Player must provide Gidani with as much information about the Ticket purchased as possible.

If a winning Ticket has been recovered, following theft or loss and full details have been reported to Gidani, Gidani will co-operate with the appropriate authorities as far as is reasonably practical, to assist in determining the bona fide owner of the Ticket.

Gidani reserves the right at any time to involve the South African Police Department or other appropriate authorities in any prize claim situations.

Please note that there is important information printed on the reverse side of Tickets and also of On-line Entry Coupons. Due to space restrictions certain information is printed mainly in English. For a verbal or written translation, please contact the National Lottery.

9. CLAIMING OF PRIZES

Prizes will be paid to claimants holding valid winning Tickets according to the following conditions:

- All prizes are paid in South African Rand to single individuals only, and in accordance with the Game Rules
- Cash prizes of up to R50 are payable by all Retailers at the time of claim. All Retailers have the discretion to pay up to R5,000 in cash.
- Prize claims between R5,001 and R50,000 are only payable at an Authorized Prize Payment Centre (addresses available from any Retailer or via the Players' 'HelpLine'), and claimants must complete a Prize Claim Form and provide proof of identity.
- Any prize over R50,000 must be claimed at a National Lottery Regional Office in person and upon completion of a Prize Claim Form. For your convenience, ring Players' 'HelpLine' who will arrange an appointment with the Office of your choice. Addresses of National Lottery Offices are given at the beginning of this Code.
- No prize will knowingly be paid to a person under 18 years of age (whether claiming for themselves or another person), or to a person claiming on behalf of a person under 18.
- No prize will be paid to persons precluded from playing the National Lottery Games as defined in the Lotteries Act 1997 and the Game Rules.
- Gidani reserves the right to require any claimant of any prize to complete a Prize Claim Form and to delay prize payment for further investigation if it has reason to doubt the ownership or validity of the Ticket.
- Claimants of prizes over R2,000 who do not have a bank account will be helped and encouraged to open one to receive their prize cheque.
- Claims can be lodged by post by sending the original winning Ticket, with the claimant's name and identity details on the reverse, to the National Lottery. Postal claimants are advised to retain a photocopy of the winning Ticket and utilize a

secure postal service. All postal claims are entirely at the claimant's risk and Gidani will not accept proof of postage as proof of receipt. Prizes below R50,000 claimed by post will be paid by cheque, posted to the return address. Winners of larger prizes will be advised by post to attend at a National Lottery Office to receive their prize.

- Gidani may photograph claimants of prizes for security purposes and prize claims in excess of R50,000 may be subject to any checks Gidani sees fit prior to payment.
- Prizes over R5,000 will not be paid in cash.

10. TIMING OF PRIZE PAYMENTS

- All validated prizes that are claimed in person should be paid on the same day as claimed, if the preferred payment method of the Player is by cheque and if the claim is made at the correct location (see Section 11 below). Players may also choose to be paid by Electronic Funds Transfer by claiming through any National Lottery office in person or by post.

This transfer would normally take place within 72 hours of processing the claim.

- Cheques for prizes that are claimed by post and are validated as winners, or that arise from Subscription Sales; will be posted within 5 working days of validation, unless the prize is greater than R50,000, in which case the Player will be required to claim the prize in person.

11. PRIZE CLAIM LOCATIONS. VALUE AND PAYMENT LIMITS

Prizes can be claimed at the following locations to the values shown:

PAYMENT LOCATION	PRIZE VALUE	PAYMENT METHOD
All Retail Outlets	Up to R50	Cash
All Retail Outlets (At the discretion of the Retailer)	Up to R5,000	Cash
National Lottery Authorized Prize Payment Centers	Up to R2,000 R2,001 to R50,000	Cash Cheque only
National Lottery Offices (See addresses on page 2)	Any prize	Cheque or Electronic Funds Transfer
National Lottery Head Office	Any prize	Cheque or Electronic Funds Transfer

To find out where your nearest Authorized Prize Payment Centre and/or National Lottery® Office is, please contact any Retailer, phone the Players' 'HelpLine', or write to the National Lottery®.

12. PRIZE CLAIM TIME LIMITS

On-Line Games

No claims for prizes arising from an On-Line Draw may be made before sales commence on the morning following that Draw, or after the claim period closes 365 days following that Draw.

Scratch Card Games

Scratch card prizes must be claimed no later than 23h00 on the 365th day after the closing date of the particular Game. Any such prize that is not claimed within this period will be forfeited.

13. DISPUTED CLAIMS

Claims which cannot be processed by a retailer for any reason, are submitted to the National Lottery Office for investigation.

In particular, the National Lottery sends a letter of acknowledgement to the Players, informing them that their claim is under investigation. If the claim appears to be valid, it is settled immediately. If the claim is found to be invalid, the National Lottery sends a letter to the claimant, explaining the reasons that his/ her inquiry cannot be fulfilled.

14. UNCLAIMED PRIZES

Information concerning any unclaimed prizes in a Draw will be released within two months following that Draw.

If an individual prize of over R500,000 remains unclaimed for more than six months after the Draw, Gidani will make special efforts to alert the public. Information will be made available to the media, but no details will be released which could endanger a Player's right for anonymity.

More intensive efforts to advise Players that a Jackpot or large value prize remains unclaimed may be undertaken in the weeks immediately preceding the expiry of the one calendar year claim period. As before, no details will be released which could endanger a Participant's wish to remain anonymous.

15. RETAIL OUTLET STANDARDS AND SERVICES

Gidani authorizes selected Retailers to be sellers of National Lottery Games through the signing of a Retailer Agreement with which the Retailer is expected to comply. Only after they have completed adequate training may a Retailer or his staff sell or validate Tickets or pay prizes. Retailers are required to supply the following information free of charge to Players:

On display or available for consultation:

- National Lottery Game Rules (On-line games and scratch cards).
- Details of all current National Lottery games available at that outlet.
- Results Board showing the winning numbers and prize amounts in the most recent LOTTO Draws.
- Results Board showing the matches' results included in the Sportstake game program
- Game Parameters for each scratch cards game on sale.

Available to take away on request:

- Information and "how-to-play" leaflets for all National Lottery games
- Entry Coupons for On-line Games.
- Printout of results and prize amounts in the most recent game Draws.

This Code of Practice, Game Rules for each game, and certain other information is available in the relevant regional languages. Should a Retailer not have a copy of these documents in one of these languages, please contact the National Lottery who will be happy to post one to you.

16. TELEPHONE ENQUIRIES

The Players' 'HelpLine' (**0800 777 777 Toll free**) is a help line, which responds to Players' enquiries, requests and complaints. The service is staffed during the following hours:

Monday to Sunday: 06h 00 to 22h 00

The Players' 'HelpLine' is available for Player enquiries on the same telephone number from any telephone in South Africa at no charge to the caller, other than calls from cellular telephones where the caller pays a normal cellular call charge.

The Players' 'HelpLine' is staffed by suitably trained representatives familiar with the National Lottery and its operations; who are fluent in all official languages. It should be

the point of initial contact for winners of large prizes. Some information such as Draw results may be provided through a recorded information system.

The National Lotteries Board will monitor the performance of the Players' 'HelpLine' to ensure that it offers an efficient and courteous service to callers, by answering calls are promptly at all times.

In the interests of the security of the National Lottery, telephone conversations between the Players' 'HelpLine' Operators and the Playing Public may be recorded.

17. POSTAL AND E-MAIL ENQUIRIES

The Playing Public is encouraged to send any comments, complaints, or requests for information about any aspect of the National Lottery to the following address:

- **Gidani (Pty) Ltd**
Private Bag X130
Halfway House
Midrand, 1685

All postal enquiries received by Gidani will be answered with an acknowledgement or full reply or both as appropriate and Gidani will attempt at all times to offer a responsive, efficient and courteous service.

The Playing Public can also contact the National Lottery by e-mail via the Internet site located at: <http://www.gidani.co.za>

People suffering from visual impairment, and others with such special needs, should make contact with the Players' 'HelpLine', by telephone or in writing, where their request will be dealt with individually.

In its dealings with the general public, Gidani works to an agreed set of performance standards, which include targets for answering telephone calls, replying to letters and paying prizes. They are monitored by the National Lotteries Board and are published in Gidani's Annual Report.

18. CONFIDENTIALITY OF WINNERS

The participation in all lottery games, through the retail agents channel is anonymous. The payment of medium and small prizes may be performed anonymously, with the presentation of the winning coupon/ticket.

The personal data of the winners of large prizes, which are recorded in order to proceed with the validation and the payment, are strictly confidential.

Since the player receives the draw results and realizes that he/she has won a major prize, the procedure described hereunder will be followed:

- The player calls the Players' 'HelpLine' so as to cross check that he/she indeed holds a winning ticket
- The well trained staff informs the player whether his/her ticket is a winning one. If he/she is a winner indeed, an appointment is arranged at the National Lottery's headquarters or at any of the Regional Offices.
- The winner is then contacted and asked whether he/she needs financial or other types of counseling. In case that the winner requires counseling an appointment with the Winners' Advisors is arranged.
- The winner receives the prize and meets the winner advisor. In the case that a winning player does not wish to appear in person to receive the prize, he/she may appoint a lawyer or a legal representative with a signed authorization for claiming the prize on his/her behalf.
- The winner is asked whether he/she wishes to make their win public or not. In the case the winner wants to remain anonymous, all details remain confidential.
- In the opposite case, that the winner wishes to receive publicity, he/she agrees to publicity by signing a Consent Form in the presence of a witness, giving to the National Lottery permission to organize a press conference if appropriate, and then continuing with follow-up publicity at the winner's discretion. The winner could also opt for TV appearances, newspaper articles or inclusion in a "Winners" section on the official website.

GIDANI will make all necessary actions to support those winners who wish to enjoy their winning experience as much as possible; at the same time Gidani will strive to maintain the dignity of winners who agree to publicity. Without this formal consent, no personal information about a winner will be released which may lead to the winner's identity being revealed. Winners have the right to withdraw their consent to publicity at any time. Retailers are similarly instructed not to reveal the identities of persons who they know or suspect are winners of major prizes.

Where, in an effort to locate the holder of a Ticket for an unclaimed prize, Gidani discloses information regarding the area where the Ticket was purchased, reasonable steps will be taken to avoid jeopardizing the winner's subsequent right to anonymity.

19. SERVICES FOR WINNERS OF LARGE PRIZES

Gidani, as a responsible lottery operator, offers to large prize winners free counseling. A team of highly trained and experienced Winners Advisors is employed by Gidani to attend to winners and to offer help and support from the moment they lodge their claim. The Advisor explains to the winner the pros and cons of accepting publicity and provides details of the additional support services available from Gidani.

Winner's Advisors provide emotional counseling and financial advice to winners who have won R50,001 and above. All winners of prizes over R50,000 are provided free of charge with basic written advice on a range of relevant financial and legal matters. Winners of prizes over R500,000 will be offered the opportunity of one consultation, at Gidani's cost, with an Investment Advisor. Financial advice sessions will focus on how to invest the winnings, as well as useful information concerning banking, alternative investment programs and tax. This support is necessary, especially for people who do not have experience with managing such large amounts, in order to realize the best return out of their winnings. Should Gidani feel that additional Advisors would be of benefit to a Player, then they will also be offered free of charge.

Advisors do not recommend the products of any particular company, nor any particular type of product. They aim to make the winning experience as enjoyable as possible. Winning large amounts of money could be a very intense experience, so GIDANI wants to take every care to ensure that winners are counseled and prepared before leaving the premises with their winnings.

It is exclusively the winners' choice to accept or decline the counsel.

The prize values and services stated above are guidelines only, which Gidani will apply with flexibility, depending on each individual winner's needs. Gidani will provide some or all of the services mentioned above to players who win a smaller prize than those stated above, if in Gidani's view, that prize is likely to have a significant impact on the player's life style. This decision will be made at Gidani's sole discretion.

Gidani also offers to maintain contact with winners of larger prizes over the seven year License period. This contact is informal and designed to offer advice and support on any matter arising from the win.

20. COMPLAINTS PROCEDURE

Any expression of dissatisfaction from a Player concerning the National Lottery, whether verbal or written, will be classified and recorded as a complaint.

The procedures for complaints', inquiries' and disputes' settlement include:

Retail Agents

The Retail Agents serve as an information resource and service outlet for the National Lottery players. They are well trained so as to offer a range of services from providing information about Lottery operations and game rules, to the payments of Lottery prizes. If the National Lottery agents are not able to resolve the disputes or complaints of the player, the player has two options:

- Call the Players' 'HelpLine'.
- Send his/ her complaints by post or e-mail.

Players' 'HelpLine'.

Through the Players' 'HelpLine' the players will contact seeking assistance, guidance and information about the National Lottery, games and lottery issues. Trained staff answers the phone and takes all the necessary actions so that the problem is resolved. Moreover, trained staff responds to post and e-mail inquiries of the general public.

Players are able to select from a menu of options to reach the appropriate section quickly.

If the Players' 'HelpLine' representatives are unable to resolve the issue, there is a structured system for escalating complaints, to the highest level within Gidani. Ultimately, if the matter still remains unresolved, the complainant can contact the National Lotteries Board, which has a statutory duty to protect the interests of Players.

The National Lotteries Board will carry out an impartial review of the facts and will check that Gidani has complied with the obligations contained in its License, in the relevant Game Rules, and in this Participants' Code of Practice. If there has been a failure to comply, Gidani will be asked to take appropriate action.

The National Lotteries Board can be contacted by writing to:

National Lotteries Board

PO Box 1556

Brooklyn Square

Pretoria 0075

or by telephoning 012-394 3440

Complaints and inquiries are captured and dealt with fully and promptly. A complaint is always treated as a positive contribution, promoting the continuous improvement of the National Lottery and its services.

- **Gidani (Pty) Ltd**
Private Bag X130
Halfway House
Midrand, 1685
- **E-mail:** info@gidani.co.za

21. UNDER 18'S AND OTHER PROHIBITED PLAYERS

Persons under 18 years of age are forbidden by law to purchase National Lottery Tickets or claim prizes, whether for themselves or on behalf of others. This information is visible on signage in all Retail Outlets and on most National Lottery material.

Any Retail Outlet selling Tickets or paying prizes to people less than 18 years of age may be banned from selling National Lottery Tickets and may face criminal prosecution.

In addition, regulations made under the Act prohibit Directors of Gidani and members of the National Lotteries Board from purchasing Tickets or claiming prizes whether for themselves or on behalf of others.

22. COUNSELING SERVICES

Gidani recognizes that certain individuals may feel a compulsive need to play National Lottery Games. In order to protect such Players, Retailers are well trained so as to be alert to compulsive or addictive behavior among Players. Should a Retailer feel that a Player is purchasing excessive numbers of Tickets, they are required to give the Player information about counseling services which are available locally and to refrain from selling the Player further Tickets. Gidani can also provide this information to any Player who requests it. People who experience a problem are encouraged to use this service and seek professional advice.

Relevant brochures are designed addressing issues of responsible gaming and providing help. In these brochures several steps are described concluding that problem gambling could be a treatable illness. With proper treatment, a problem gambler can begin the recovery process and regain control of his life. The National Lottery is committed in helping these players and through its well trained staff and Retailers, guide them to the right directions.

- Self – Exclusion

A voluntary self – exclusion program is in this direction provided, enabling players to ban themselves from playing for a period of time. Points of sale staff can make available to customers readily accessible information about self- exclusion procedures. Customers that will choose to exclude themselves from gambling are offered information regarding problem gambling support services.

23. CRISIS MANAGEMENT

General Crises Procedure

Protecting the National Lottery's reputation and credibility during a crisis is Gidani's major responsibility. Open, honest communications executed quickly and consistently throughout a crisis can maintain-and perhaps enhance- the Lottery's reputation.

In particular Gidani will effectively respond in such cases that might occur by:

- Appointing a media spokesperson: Selecting a spokesperson is critical, thus this person has been already named and accordingly trained.
- Delivering Statement to the media: As information is verified, the lottery develops a detailed statement. It is usually brief and concise in order to minimize the possibility of misinterpretation. It:
 - Acknowledges the incident.
 - Communicates how the Lottery is responding.
- Public Statements (apologies): Placement of public statements in daily newspapers and on the web-site of the Lottery.
- Agents Communication: The agents of the Lottery's sales network are always thoroughly informed about the incidents occurring, and instructions for effective reactions have already given to them.

Independent Crises

When an independent player experiences a problem, he/she firstly informs the retailer. If the issue is simple, the retailer promptly solves/settles it. In more complicated cases, the retailer immediately informs our well trained-staff and asks for advice. Staff examines the issue and responds promptly to the customer.

By adopting well designed procedures, Gidani ensures the well operation of the National Lottery and the maintenance of high quality of service provided to the Lottery Participants, even in potential crises' cases.