

Responsible Gaming

Intralot Australia is committed to the highest possible levels of customer service and care. Along with our retailers, we have committed through a Code of Practice to you a number of measures to help ensure you enjoy our games to the utmost.

We believe our games provide a choice for people who enjoy gaming and entertainment. However, we have put in place certain measures to keep you informed on how to play our games responsibly.

We recommend you visit any of our retailers or www.intralot.com.au and learn about how the games are played, the odds of winning, and how you can get any further assistance if you believe your gaming is becoming a problem.

Our Code of Practice

Intralot Australia and our retailers pledge to you that we will abide by the following:

- Make available to you the game rules and information on how to play;
- Make available to you odds of winning;
- Disseminate Draw results as soon as practicable;
- Respect your right to privacy;
- Not provide credit for the purchase of our games;
- Not provide our games to minors;
- Our advertising and promotions will not target minors, create false expectations of winning, include misleading statements about odds or prizes or be in any way offensive;
- Provide you with the opportunity to complete a "Player Complaint Form" from any Intralot Australia retailer or through www.intralot.com.au

Think Smart

We believe that players should be fully informed when they make a decision to purchase one of our games. You can do this by asking your retailer for a copy of the relevant game rules. Game rules are readily available from wherever you buy our games. We make sure that our retailers are fully trained in how our games operate. Just ask your retailer for any further assistance on how to submit an entry or a valid entry coupon. We will provide to you the odds of winning and the potential prize for each winning category in each of our games. This helps you make an informed decision about what game you may wish to play. We will also provide you with the ability to make self-exclusion request over the internet or at any local Intralot retailer.

Play Smart

Our games are designed so you can have fun and excitement. However we recognize that for some people, gaming can become a problem. Everyone's circumstances are different, however below are just a few signs that someone may not be playing smart.

- Do you have to borrow money to gamble?
- Do you hide your gambling from your friends and family?
- Do you spend more than you can afford?
- Do you ever feel remorse after gambling?
- Is gambling no longer fun?

If you need further assistance, please visit www.problemgambling.vic.gov.au or www.gamblinghelponline.org.au for assistance on what services are available to you, your friends or family whom you think may have a problem with their gambling. You can also call 1800 858 858 for assistance 24 hours 7 days a week.