



NEWS RELEASE

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Kansas Lottery Employees Working Remotely;
Mail-in Claims Will Begin to Be Processed

TOPEKA, KAN. – On April 2, 2020, Governor Laura Kelly announced state government operations would resume April 6, 2020, and state employees will work remotely, if they are able. All state office buildings remain closed to the public until at least April 19, 2020. The Kansas Lottery will resume operations, such as processing mail-in claims, but the lobby will remain closed to the public. The Lottery will also continue to hold drawings and ship tickets to retailers if they choose to continue selling during this time.

All multi-state draw games will continue and all drawings will be held. This includes Powerball, Mega Millions, Lotto America, Lucky for Life, and 2by2. Kansas-only draw games will also continue to operate. This includes Super Kansas Cash, Pick 3, Racetrax, and Keno.

The Kansas Lottery is committed to supporting its retailers throughout this process, and, as such, will continue providing shipments of instant tickets to retailers that choose to continue selling during this time. The Lottery encourages retailers to implement additional precautions to ensure the health and safety of their staff and players during the COVID-19 pandemic. These steps may include providing gloves and hand sanitizers to staff, as well as accepting credit or debit cards for transactions rather than cash for the foreseeable future. However, retailers are not required to continue selling tickets if the retailer thinks it is necessary to stop selling lottery tickets for health and safety reasons. Each individual retailer must decide how they would like to proceed during these unprecedented circumstances.

Any prize of \$600 or higher must go through a Lottery Headquarters claims process. The in-person claims process continues to be on hold until further notice. As such, the Lottery is asking players to continue using the mail-in claims process to claim prizes of \$600 or higher.

Mail-in claims will be processed in the order they were received. For tickets that may expire March 23 through April 6, an extension will be granted on a case-by-case basis. Please contact lottery.info@kslottery.net if this applies to your prize.

To claim a ticket by mail, players must completely fill out the back of the ticket, sign it, and include a printed and completely filled out claim form. Players can print a

claim form from the Lottery's website [here](#) or a retailer can print one off from a Kansas Lottery terminal. A completed claim form is required for each individual prize claimed.

The Kansas Lottery recommends players take a photo of their tickets or make a scanned copy of the front and the back of the tickets for their records before mailing. Tickets are accepted via standard mail, but the Lottery recommends sending claimed tickets by certified mail, registered mail, or some other service that allows players to track a package or letter's progress. Please address tickets to: Kansas Lottery Claims, 128 N. Kansas Avenue, Topeka, KS 66603.

Players are encouraged to download the PlayOn® app onto their phones. The app is free and available in the Google Play Store and the Apple App Store. The PlayOn app now includes a new "ticket checker" function, meaning players can check their tickets to see if they are winners from home and not in a public environment.

If players need assistance, they are asked to email lottery.info@kslottery.net, and a response will come as soon as possible. The Lottery thanks everyone for their understanding, and asks everyone to stay safe and wash their hands!