

**BUSINESS:** **Corporate / Commercial Casinos / Charity-Aboriginal Casinos / Slots / Lotteries TOPIC: $10 INSTANT GIFT PACK (Game #1924) REMOVED FROM SALE STATUS: Current VERSION: December 4, 2017**

**CONTEXT: $10 INSTANT GIFT PACK (Game #1924)** is being removed from sale as OLG has received reports from customers and retailers about empty packs being sold or received at retail and reports of an issue with the outer packaging. OLG is taking the precautionary step of removing all tickets currently in market to preserve the integrity of the game and prevent customer dissatisfaction. No replacement product will be issued, however OLG has a number of other holiday-themed games currently in market at price points from $2 to $20.

**KEY MESSAGES**:

• OLG is removing the $10 INSTANT GIFT PACK (Game # 1924) from sale as we have received reports from customers and retailers about empty packs being sold or received at retail and reports of an issue with the outer packaging.

• To preserve the integrity of the $10 INSTANT GIFT PACK (Game #1924) and prevent customer dissatisfaction, OLG is removing all remaining $10 INSTANT GIFT PACKs from sale at lottery retail locations.

• All tickets that have already been purchased by customers are still valid. They will continue to be honoured for any prizes won until the expiry date printed on the back of the ticket.

• Retailers will no longer be able to activate new $10 INSTANT GIFT PACK (Game #1924) packs for sale as of December 4, 2017.

• In addition, retailers are being advised to remove all $10 INSTANT GIFT PACK (Game #1924) tickets from the Silent Sellers. Retailers are to prepare these tickets for return on their next scheduled sales call.

• This issue is specific to the $10 INSTANT GIFT PACK (Game #1924) due to the production requirements for the special outer packaging.

• OLG currently has a number of other holiday-themed games currently in market at price points from $2 to $20.

• If customers have any questions about INSTANT GIFT PACK (Game #1924), please call our OLG Customer Support Centre at 1-800-387-0098.

**QUESTIONS & ANSWERS:**

**Q1: WHY ARE YOU REMOVING THESE TICKETS FROM SALE?**

**A**: OLG is removing INSTANT GIFT PACK (Game #1924) from sale. OLG has had reports of customers purchasing empty gift packs at retail and reports of an issue with the outer packaging. Out of an abundance of caution, and to preserve the integrity of the $10 INSTANT GIFT PACK (Game #1924) and prevent customer dissatisfaction, OLG is removing all remaining $10 INSTANT GIFT PACKS from sale at lottery retail locations. All tickets that have already been purchased are still valid. Prizes won on INSTANT GIFT PACK (Game #1924) can be claimed until the expiry date printed on the back of the ticket.

**Q2: IS THERE A PROBLEM WITH OTHER OLG TICKETS AS WELL?**

**A**: No. This issue is specific to the $10 INSTANT GIFT PACK (Game #1924) due to the production requirements for the special outer packaging. Out of abundance of caution, and to preserve the integrity of the $10 INSTANT GIFT PACK (Game #1924) and prevent customer dissatisfaction, OLG is removing all tickets from sale currently at lottery retail locations.

**Q3: I BOUGHT ONE OF THE INSTANT GIFT PACK (GAME #1924) TICKETS. WHAT DO I DO NOW?**

**A:** All tickets bought at retail continue to be valid. Prizes won on $10 INSTANT GIFT PACK (Game #1924) can be claimed until the expiry date printed on the back of the ticket.

**Q4: WHAT IS THE TOP PRIZE FOR THIS GAME AND HOW MANY HAVE BEEN CLAIMED?**

**A:** The INSTANT GIFT PACK offers top prizes of $50,000. One of the top prizes has already been claimed.

**Q5: AREN’T YOU DISADVANTAGING PLAYERS BY PULLING THE GAME WITH THE TOP PRIZES STILL OUTSTANDING?**

**A:** Not at all. All winning INSTANT GIFT PACK tickets will be honoured until the expiry date printed on the back of the ticket. OLG currently has a number of other holiday themed games currently in market at price points from $2 to $20. 3

**Q6: CAN I RETURN THIS TICKET FOR A REFUND?**

**A:** All tickets purchased at a retail location continue to be valid.

**Q7: HOW OFTEN DOES OLG REMOVE TICKETS FROM SALE?**

**A:** OLG routinely removes tickets from sale for a variety of reasons, including sell-out, very low sales activity, and for our large jackpot games, when all the top prizes have been claimed. It is important to note that all INSTANT tickets have an expiry date, with new games rotated into the market regularly.

**Q8: HOW IS OLG COMMUNICATING THIS INFORMATION TO THE PUBLIC?**

**A:** Messages have been delivered to retailers through their lottery terminals. This message will advise retailers to remove all $10 INSTANT GIFT PACK (Game #1924) tickets from the Silent Sellers. Instructions to retailers to continue to honour the tickets in market have also been communicated.