225 N. Main Street, Pueblo, CO 81003

800.999.2959 | coloradolottery.com | **Revised 08/01/2012**

RETAILER STOLEN SCRATCH TICKET PROCEDURE

The Colorado Lottery will consider crediting retailers for stolen Scratch tickets, on a case by case basis, under the following conditions:

1. The incident of stolen tickets must be the result of a burglary or robbery. Credit will not be issued for internal employee theft.
2. The theft MUST be reported immediately to the Colorado Lottery Investigations Section, and your local law enforcement agency. The Lottery investigator will assign a stolen ticket report number. Thefts should be reported to the Lottery by calling 1-800-999-2959.
3. No credit will be issued for any stolen tickets cashed by any Lottery retailer.
4. The reporting person must be able to provide EXACT game number(s), pack number(s) and ticket range(s).
5. No credit will be issued for un-activated packs, as there is no financial liability.
6. The reporting person must be an authorized representative of the business/company (i.e., owner, manager, supervisor, clerk).
7. The reporting person will be required to provide a copy of the police report, name of law enforcement agency, phone number, case number and investigating officer's name as soon as it becomes available.
8. The retailer must fully cooperate with Lottery Security during the investigation of the incident.
9. The final total credit, if any, will be determined by the Colorado Lottery.
10. Credit will not be issued if a retailer is reimbursed for the loss through insurance coverage. A written statement must be provided to the Lottery from the retailer's insurance company, affirming that the loss was not covered.
11. The Colorado Lottery reserves the right to deny credit for inaccurate, incomplete or misleading information.
12. This procedure applies to Scratch tickets only.
13. If the retailer has a video surveillance system, the retailer must be able to provide applicable footage of the incident to Lottery Security or law enforcement.