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Colorado Lottery Offers Online Claims

(Pueblo, Colo) - The Colorado Lottery has launched online claims services for its players, as both a response to the pandemic and to expand accessibility and more ways for players to claim their prizes.

Free to players, the Lottery created forms using DocuSign to allow players to securely fill out claims and upload copies of required identification documents and Lottery tickets, which are secured in an online, virtual envelope.

“The State of Colorado is committed to providing equitable access to its services for all Coloradans, including Lottery players,” said Tom Seaver, director of the Colorado Lottery. “Virtual claims is just one of the ways the Lottery is expanding accessibility across Colorado – we’ve also increased our Spanish translation services online and in-person, and we are continually looking at new ways to better service under-served populations.”

After bringing virtual claims online, in the next phase the Lottery will enhance the online claims solution by adding electronic funds transfer (EFT) options for prize payments via a third party online payment processing company and eventually integrate virtual claims into its mobile app.

Customers can now call or complete a [form on the Colorado Lottery website](#) requesting an online claims envelope. Once their winning Jackpot or Scratch ticket of \$600 or more is verified, the claims staff will email a DocuSign envelope to the customer with instructions on how to claim their prize.

About Colorado Lottery

Since 1983, the Colorado Lottery has returned more than \$3.7 billion to outdoor projects through Great Outdoors Colorado, the Conservation Trust Fund, and Colorado Parks and Wildlife; and to schools through Building Excellent Schools Today. Proceeds from sales of Colorado Lottery games - Scratch, Powerball, Mega Millions, Colorado Lotto+, Lucky for Life, Cash 5, and Pick 3 - enhance, protect, and improve parks, trails, and open space in Colorado. For more information, visit coloradolottery.com



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