



## Important Information for NL Retailers

### Q&A - Sales Suspension (Scratch and Breakopen)

**Q: What products am I still allowed to sell? Can I sell draw tickets, or do I have to stop selling everything (Draw, Scratch'N Win, Breakopen)?**

Atlantic Lottery is taking the lead of public health officials as part of the ongoing efforts to prevent and contain the spread of COVID-19. As a result, Atlantic Lottery will **suspend the sale of Scratch 'N Win and Breakopen products in Newfoundland and Labrador, effective March 31, 2020**. Tickets for draw games, such as Lotto Max, Lotto 6/49, Daily Grand and Atlantic 49, are still available to be sold and validated.

**Q: If a player has a winning ticket, will they still be able to go to a retailer to redeem?**

Following the lead of public health officials as part of the ongoing efforts to prevent and contain the spread of COVID-19, Atlantic Lottery will **suspend the sale and validation of Scratch'N Win and Breakopen products at all retailers and kiosks in Newfoundland and Labrador, effective March 31, 2020**. As a result, those tickets cannot be redeemed at retail until further notice.

**Tickets for draw games, such as Lotto Max, Lotto 6/49, Daily Grand and Atlantic 49, can still be sold and validated.**

**Q: Can retailers still validate Scratch/Breakopen tickets?**

No. Taking the lead of public health officials the sale and validation of all Scratch and Breakopen tickets will be suspended in Newfoundland and Labrador until further notice.

**Q: I placed my order for new scratch/breakopen tickets the same day as the NL announcement, will I be charged for the shipment?**

No, you will not be charged for the shipment. All orders placed in Newfoundland & Labrador on **Monday, March 30 have been cancelled**. You will be able to place a new order once normal operations resume.

**Q: I just purchased several boxes of Scratch/Breakopen tickets. Are we going to postpone payment for those, or will I have to pay for them as scheduled?**

Any breakopen products that have been received but not activated will not be billed. Do not activate any new product you receive. If you have activated new stock, please contact your account manager with any specific questions regarding payment.

**Q: Do I remove all Scratch and Breakopen tickets from my tray and breakopen bin to make them NOT visible? What do I do with the tickets in my tray until we are allowed to start selling again?**

Because the tickets in your tray and breakopen bin are no longer available for sale, Atlantic Lottery recommends removing all Scratch’N Win and breakopen products from public areas and securing them in a safe place until normal operations resume.

**Q: Can customers still use the ticket checker in my store to check their tickets?**

Self-scan ticket checkers will remain operational for use with draw tickets only. Since the sale and validation of Scratch tickets is suspended at retail, ticket checkers will not recognize Scratch tickets at this time. Players can also use the ticket checker on the Atlantic Lottery mobile app or check winning numbers on [alc.ca](http://alc.ca).

**Q: Why are only NL sales of Breakopen and Scratch tickets suspended?**

In accordance with a directive from the Chief Medical Officer of Newfoundland and Labrador, Atlantic Lottery has suspended the sale of Scratch and Breakopen products at all retailers and kiosks in Newfoundland and Labrador. This will remain in place until we are told these sales can resume. Atlantic Lottery is taking the lead of public health officials as part of the ongoing efforts to prevent and contain the spread of COVID-19. The safety and well-being of Atlantic Canadians is our top priority.

**Q: What other options do players have to buy Atlantic Lottery products?**

Players also have the option to visit us at [alc.ca](http://alc.ca), where they can purchase lottery tickets anytime. Our team of customer care agents are waiting to hear from them if they have any challenges during registration or funding of your account. Players can call us at 1-877-252-3287.

**Q: Can I still sell WebCash to players to use on [alc.ca](http://alc.ca)?**

Yes, WebCash remains available for purchase at retail locations in Newfoundland & Labrador during this time. Many other funding options are also available to players, including credit cards, debit cards, PayPal, Interac online and online bill payment through their bank. More information is available in the [Funding section](#) of [alc.ca](http://alc.ca).

**Q: Will there be any changes to tickets’ expiry dates?**

In light of the ongoing situation, we are considering options for a possible extension of expiry dates in order to ensure players have adequate time to claim any prizes. More information will be provided at a future date.

**Q: Now that I cannot sell Scratch or Breakopen, how do I get credit for my tickets?**

Atlantic Lottery are only doing returns for games authorized for return through the GENe terminal.