OLG.CA's PRIZE CLAIM SUBMISSION PROCESSTIP SHEET

This option for prize claims will allow customers to virtually submit all supporting documentation via a secure file transfer.

The link will take you to a fillable form for you to complete and will ask you to submit soft copies of other required documents. The system will then notify you that your documents successfully reached OLG. If any of the required documentation is missing or incorrectly filled out, this may delay your claim until OLG contacts you directly via the contact information provided.

Please follow How to Claim Prizes by visiting this link https://www.olg.ca/en/winners/how-to-claim.html for key documentation and rules around Prize claims.

The following steps will aid you in completing your prize claim submission to OLG.

- **Ensure that all mandatory fields** (marked with an asterisk*) are populated and save the completed document(s) on your computer.

  Note: If you do not populate these fields correctly, your claim could be delayed.

- You can upload up to 5 attachments with a maximum total of 36 MB. If you exceed the MB, you will need to compress the files.

  Unsupported file types include: 386, acm, ade, adp, asp, avb, bat, bin, chm, cmd, cla, class, cnv, com, cpl, dll, drv, exe, gms, hlp, hta, htt, inf, ini, ins, js, jse, jsp, lib, lnk, mde, mpd, msc, msp, mst, ocx, ov, pif, ps1, scr, sct, shb, shs, sys, tlb, tsp, vb, vbe, vbs, vxd, wbt, wiz, wsc, wsf, wsh.

  You will receive an error message when uploading an unsupported file.

- To submit identification (ID) please visit the Acceptable ID Link. Then scan or take a photo of the applicable ID and save to your computer. Please be assured that all copies of ID will be securely destroyed once the Prize Claim Process is completed.

  Note: If required to send multiple documents, please save these documents individually and **do not** merge into one file. With the exception of Group Claims, please refer to How to Process a Group Claim at the end of this document.

- Fill in the required information on the front and back of the ticket(s) (print clearly). Do not put additional writings or markings on your ticket(s) as this could increase the time it takes OLG to process your claim. Please scan or take a photo of the front and back of

your original signed ticket(s). Ensure you save the photo or scanned copy of the ticket(s) for your records.

How to Process an Individual (Single) Claim

1. Click on the following URL to access the [Virtual Web Form Link](#) to process your OLG Prize Claim Submission.

   A successful entry while populating the form will be marked with green highlights and a check mark symbol.

   An unsuccessful entry while populating the form will be marked with red highlight and a warning symbol. The error description will instruct you on how to resolve the field issue. If you submit the information without completing the field correctly, you will receive an error notification summary at the top of the page.

2. Select the language you would like to use (English/French) when populating the form.

   Note: If you select French, it will translate the web page in French.

3. In the Topic field select Prize Claims from the drop down.

4. In the Type of Claim field choose the correct drop down that represents your claim.

   - Single – I am the lawful owner of this ticket.

   - Group – I am an owner of this ticket. as a member of a group.

   - Prize Claim on Behalf – Currently not in use.

5. Populate your first, middle and last name (as shown on government issued ID).

   Note: If you do not have a middle name enter a dash in the field provided as shown below.

6. If applicable, enter the contact ID number provided by OLG.

7. Populate your full mailing address, daytime phone number and email address. You will need to confirm your email address for us to process your claim.

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8. If required, you can add additional comments in the Question/Comment/Suggestion fields.

   Note: Limit of 6,000 characters.

9. To upload your attachment(s), click Choose a File or Browse. Locate the file(s) you saved on your computer.

   Please ensure you upload each attachment separately. **Do not save multiple documents in one file.**

10. After the file(s) are uploaded, the title of the file(s) will replace where Choose a file field appeared within the form. If any of the required documentation is missing or incorrectly filled out, this may delay your claim until OLG contacts you directly via the contact information provided.

    Note: If you upload a file in error, click on the recently uploaded file and replace with the new file.

    Review the Notice of Collection and acknowledge that you are over 18 years of age.

11. Select the Submit Web Form button.

12. You will receive an auto response on the web form link, confirming we received your submission.

13. An automated email acknowledging that we have received your documents related to your prize claim will be sent. If you have any questions on your prize claim please contact 1-800-387-0098.

How to Process a Group Claim

Follow all process steps as outlined above with the exception of the following:

- When completing Step 4, choose the Group option in the Type of Claim field.

- After completing step 7, enter the Name of the Group leader in the applicable field. Ensure you're entering the full group leader's name.

- When completing step 10, you will upload the documentation in the following manner:

- All similar documents should be uploaded as one file. For example, all Lottery Prize Claim Declaration Forms will be uploaded as one for required group member(s).

- You will repeat this step for identification(s) for required group member(s).

- The third document that should be uploaded is the Group List.

- **Note:** If any of the required documentation is missing or incorrectly filled out, this may delay your claim until OLG contacts you directly via the contact information provided.

Thank you for using the OLG.CA's Prize Claim Submission Process!