



## TIP SHEET

### Submitting a Lottery Prize Claim via OLG.ca

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**Before you start**, please review the full instructions for [submitting your claim online](#). Ensure you have completed all required documents and have copies of your supporting documentation. To submit the claim, you'll need **digital copies** of:

- The [Lottery Prize Claim Declaration form](#), signed by you and witnessed by someone with no vested interest in the claim
  - This form **must** be completed in addition to the webform
- Your valid, government issued [identification](#) with photo and date of birth
  - You may need two pieces of ID depending on the prize amount
  - **Do not** submit Ontario Health Cards and/or Social Insurance Numbers with your claim documents. OLG does not accept either as ID for prize claims.
  - All copies of ID are securely destroyed once the prize claim process is completed

If the ticket was a gift or was purchased on your behalf, please also have a completed digital copy of the [Release of Prize Claim form](#), signed by the person who purchased the ticket.

- A digital copy of this individual's government issued [identification](#) with photo and date of birth will be required as well

Group prize claims require a completed [Group List](#).

You may also wish to submit a **digital copy** of the following to support your claim:

- Your winning lottery ticket (**\*Note** – the original signed ticket must still be submitted to OLG via [mail or courier](#))
- The customer receipt you received when validating your ticket at retail (if applicable)

OLG recommends you keep a copy of all documents you submit with your prize claim for your records.

**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.**

Now you're ready to submit your claim using OLG's [webform](#)! Here are some helpful tips to guide you through the process:

- **Select "Prize Claims" from the dropdown menu then choose your claim type**
  - Single – I am the lawful owner of this ticket
  - Group – I am an owner of this ticket as a member of a group

- **Ensure that all mandatory fields marked with an asterisk (\*) are populated**

- Enter your personal information as it appears on your identification
  - Groups should enter the group leader's information
- **Note:** If you do not have a middle name, enter a "-" in the field provided as shown below.

A screenshot of a web form field. The label 'Middle Name' is followed by a red asterisk. The field has a green border and contains a hyphen '-'.

- If applicable, enter the Contact ID number provided by OLG (not mandatory)



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 e.g., **The field "Last Name" must contain at least 2 characters.**
- If you attempt to submit the form without completing the required fields correctly, you will receive an error notification summary at the top of the page

- **Upload each of your supporting documents** (up to 5 attachments with a maximum total of 36 MB). **Do not merge the files unless it is a group claim in which case all files of the same type may be combined (e.g., all copies of ID)**

- You may need to compress the files if they exceed the limit
- You will receive an error message when uploading an unsupported file type

- **Review the Notice of Collection and acknowledge that you are 18 years of age or over**

- **Select "Submit Web Form"**

**SUBMIT WEB FORM**

Upon successfully submitting the information, you will receive an auto response on the webform as well as an automated email confirming we received your prize claim.

Thank you for using OLG's online prize claim submission process!

If you have any questions about your prize claim, please contact OLG Customer Care at 1-800-387-0098.