

**FAQ**  
**Claiming a Prize Online**  
**Cash prize between \$600.01 and \$24,999.99**

**Before the online prize claim process**

When can I claim a prize online?

You can claim a prize online every day from 5 a.m. to midnight.

Which cash prizes can be claimed online?

Winning draw-based lottery, scratch game or online betting tickets purchased in Québec with prizes worth between \$600.01 and \$24,999.99 can be claimed online.

Currently, you can only claim a prize online if you are the sole owner of the ticket and the sole winner of the associated prize.

Read the [Prize Claims](#) section for more information.

I'm in charge of a group. Can I claim a group prize online?

No.

Only claimants who are the sole owners of the winning ticket can claim prizes online for now.

Read the [Prize Claims](#) section for more information.

How long will it take before I receive the prize I claimed online?

Cash prizes are mailed out by cheque. It should take two to four weeks if your prize claim is complete and complies with the requirements.

Can I claim my cash prize between \$600.01 and \$24,999.99 differently?

Yes.

You can also claim a cash prize between \$600.01 and \$24,999.99 by mail or in person at one of our payment centres (by appointment).

Read the [Prize Claims](#) section for more information.

Do I need a lotoquebec.com account?

No.

A lotoquebec.com account is not necessary.

Do I need an email address?

Yes.

We use your email address to send you an email confirmation that we received your claim request.

What do I have to do before starting the online prize claim process?

### **Check your ticket to see if you've won**

To do so, go to the [Online Ticket Checker page](#), click on the type of ticket you want to check, then on "Next" and enter the control number on your ticket. You can also check your ticket using the Lotteries app.

If you've won a prize you can claim online:

### **Get your winning ticket ready**

Check that you've signed the front of the ticket and completed the information on the back.

If your ticket is a scratch ticket, make sure that you've scratched the control number entirely without damaging it and that it's visible.

### **Take photos of your winning ticket**

Take three photos: one of the front, one of the back and a close-up of the control number. The photos must be saved in one of these formats: PDF, JPG, PNG, JPEG or PJPEG.

## Where's the control number on my ticket?

On scratch tickets, the control number is hidden underneath the scratch-off area. It could be printed either horizontally or vertically.



On draw-based lottery or sports betting tickets, the control number is toward the bottom of the ticket.



## During the online prize claim process

How do you ensure the privacy of my personal information?

Loto-Québec is committed to protecting your privacy and undertakes to process the information you provide in compliance with its [Privacy Policy](#).

I've entered my ticket's control number, but the option to claim my prize online doesn't appear. Why is that?

Right now, only Cadeau surprise lottery game and cash prizes between \$600.01 and \$24,999.99 can be claimed online.

If your ticket is for another prize type, has a free play, a free ticket or upcoming draws, you can claim your prize at a retailer, by mail or in person at one of our payment centres (by appointment).

Read the [Prize Claims](#) section for more information.

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### PHOTOS OF THE TICKET

Which photos of my ticket must I provide?

You have to provide three photos of your ticket with your online prize claim request: one of the front, one of the back, and a close-up of the control number.

The photos must be saved in one of these formats: PDF, JPG, PNG, JPEG or PJPEG.

Must I keep my original winning ticket?

Yes.

Keep your original ticket for 12 months after the prize has been paid out.

## Why do I have to provide three photos of my ticket?

With those three photos, we can check that you've correctly signed the ticket, confirm the win and begin the prize claim process.

## How do I add the photos of my winning ticket?

There are two ways to add the required photos to your online prize claim.

### **Method #1: Drag and drop**

Start by opening the folder where you saved your photos. Then drag and drop them, one at a time, in the correct area:

- The first one is for the front of the ticket.
- The second one is for the back of the ticket.
- The third one is for the ticket's control number.

### **Method #2: Select a file**

First, click on "Select a file" in the area for the front of the ticket. Go to the folder where you saved your photos. Select the photo of the front of the ticket and click on "Open." You've added the first photo.

Second, click on "Select a file" in the area for the back of the ticket. Go to the folder where you saved your photos. Select the photo of the back of the ticket and click on "Open." You've added the second photo.

Third, click on "Select a file" in the area for the control number. Go to the folder where you saved your photos. Select the photo of the control number and click on "Open." You've added the third and final photo.

I'm trying to add a photo of my ticket, but it doesn't appear among my choices. Why is that?

If your photo doesn't appear among the options of documents to upload to our site, it's because it's not saved in an accepted file format. These are the accepted file formats:

- PDF
- JPG
- PNG
- PEG
- PJPEG

Save your document in one of these formats, and it'll appear among your choices.

Note that the maximum size of the photos you can upload is 10 MB per photo, for a total of 100 MB.

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## **CONTACT INFORMATION**

Why do you ask me for my phone number?

We need a phone number to contact you in case we have to ask you for additional information to process your prize claim.

Why can't I enter an address outside of Canada?

We can only send gifts by mail to Canadian addresses for legal reasons. If you live outside Canada, please call us at 1-514-499-5075 or email us at [service\\_clientele@loto-quebec.com](mailto:service_clientele@loto-quebec.com).

Can I edit my contact information after completing the online prize claim process?

For this type of request, please give us a call at 1-866-611-5686.

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## QUESTIONS ABOUT THE RELATIONSHIP TO LOTO-QUÉBEC

### Why do I need to answer questions about my relationship to Loto-Québec?

You need to answer questions about your relationship to Loto-Québec if your prize is \$2,000 or more. These questions enable us to ensure that we pay out the prize to the ticket's legitimate owner.

The same questions are on the prize claim form that must be filled out by winners who claim their prize other than online.

Read the [Prize Claims](#) section for more information.

### What's a Loto-Québec Merchandising Expert?

A Merchandising Expert is an independent subcontractor that ensures the liaison between Loto-Québec and its retailers.

### Which are Loto-Québec's subsidiaries?

Loto-Québec's subsidiaries include the Montréal, Lac-Leamy, Charlevoix and Mont-Tremblant casinos.

Refer to the [list of Loto-Québec's subsidiaries](#).



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## **ID DOCUMENT**

### **Why must I provide a photo of an ID document?**

You must provide a photo of a valid, i.e., not expired, ID document if your prize is 2,000 or more.

With this photo, we can verify your identity.

These are the forms of ID we accept:

- Driver's licence: photo of the front,
- Health insurance card, or
- Passport: your photo and signature must be visible.

Note that the maximum size of the photos you can upload is 10 MB.

### **How do I add the photo of my ID document?**

There are two ways to add the required photo to your online prize claim.

Start by opening the folder where you saved your photo.

Then, drag and drop it in the appropriate section or click on "Select a file."

### **I'm trying to upload my ID document, but the file doesn't appear among my choices on your website. Why is that?**

If your ID document isn't showing up among the file options to upload, it isn't saved in an accepted file format. These are the accepted file formats:

- PDF
- JPG
- PNG
- JPEG
- PJPEG

Your ID document will appear among your file options to upload on our website once you've saved it in one of these formats.

What should I do if I don't have any of the required ID documents or if they're expired?

Here are your options:

1. Obtain one of the required ID documents or renew your expired ones before claiming your prize.
2. If you can't obtain a new ID document or renew an existing one before your ticket's claim deadline, send us a photo of your expired ID document or any other ID document that can help us identify you. Loto-Québec will contact you afterwards.

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## QUESTIONS ON THE TICKET

Why do I need to answer questions about my ticket?

You need to answer the questions about your ticket purchase if your prize is \$2,000 or more.

Your answers enable us to ensure that we pay out the prize to the ticket's legitimate owner.

The same questions are on the prize claim form that must be filled out by winners who claim their prize other than online.

Read the [Prize Claims](#) section for more information.

What should I do if I don't know where the ticket was purchased?

Answer the questions as best as you can.

We'll call you only if we're missing information about your prize claim.

## TICKET CONTROL NUMBER

I can't enter the last three or four digits of my ticket's control number. What should I do?

Enter the last three digits of your scratch ticket control number or the last four digits of your draw-based lottery or sports betting ticket.

On scratch tickets, The control number is hidden underneath the scratch-off area. It could be printed either horizontally or vertically.



On draw-based lottery or sports betting tickets, the control number is toward the bottom of the ticket.

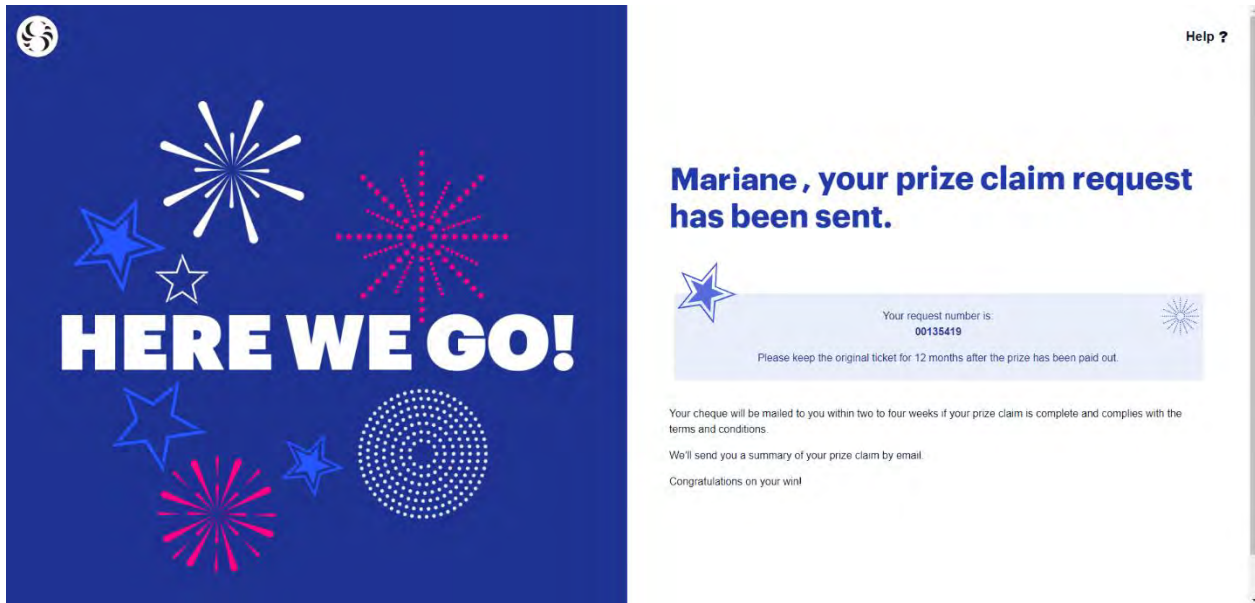


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## CONFIRMATION OF THE ONLINE PRIZE CLAIM REQUEST

How will I know whether my online prize claim was sent correctly?

You'll see a message on your screen confirming your online prize claim request was sent during the last step of your request (*see the example below*).



After this, you'll receive a confirmation email from Loto-Québec.

I didn't receive a confirmation email from Loto-Québec. What should I do?

We suggest that you check the spam folder of your email account. The confirmation email may be there.

## After the online prize claim process

### PRIZE PAYOUT

When and how will I receive my prize?

Prizes are mailed out by cheque. Your cheque will be mailed within two to four weeks if your prize claim is complete and complies with the terms and conditions.

Keep your original ticket for 12 months after the prize has been paid out.

Must I keep my original ticket?

Yes.

Keep your original ticket for 12 months after the prize has been paid out.

Do I have to be home to receive a mailed cheque?

No.

You don't need to be home to receive your mailed cheque. However, make sure your delivery address is correct to avoid delays.

I've sent my online prize claim request, but I made a mistake in my address. What should I do?

For this type of request, please give us a call at 1-866-611-5686.

My contact information has changed. How do I update it?

For this type of request, please give us a call at 1-866-611-5686.

How do I make sure my online prize claim is complete and accurate?

After receiving your online prize claim request, we'll only call you if we're missing information about your prize claim.

Can I enter a 2nd Chance promotion with a winning ticket claimed online?

Yes. For more information, refer to [Home - 2nd Chance](#).