



**NATIONAL
LOTTERY**

SALES CODE OF PRACTICE

NATIONAL LOTTERY[®] CONTACTS

For all enquiries, complaints, or results of Games; phone, email, or write to The National Lottery at:

- Retailers' 'HelpLine': 0800-GIDANI Toll-Free
- Postal Address: Gidani (Pty) Ltd
 Private Bag X130
 Halfway House
 Midrand, 1685
- E-mail: info@gidani.co.za

NATIONAL LOTTERY[®] OFFICES

Head Office - Gauteng:

Former Nashua Building
Stand 405, Halfway House extension 32
Old Pretoria Main Road
Halfway House
Midrand

Mpumalanga Regional Office -Witbank:

Ground Floor, Unit 2
Stand 4093, Corner Frans and Susana Streets
Witbank Extension 33
Witbank

North West Regional Office - Klerksdorp:

Shop 1B,
West End Shopping Centre,
51 Leask Street,
Klerksdorp

Kwazulu Natal Regional Office - Durban:

Ground Floor,
92 Armstrong Avenue,
La Lucia Ridge,
Durban

Western Cape Regional Office - Cape Town:

51 Wale Street,
Cape Town

Eastern Cape regional Office - Port Elizabeth:

89 Cape Road,
Port Elizabeth.

Free State Regional Office - Bloemfontein:

Shop C01
Middestad Shopping Centre
Westburger Street
Bloemfontein

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Dear Retailer,

The South African National Lottery is designed so as to offer entertainment and dreams in the lottery games' Participants, profit and success in the lottery Retailers' businesses and maximum returns to the Good Causes, but not to the detriment of the vulnerable groups, such as low income groups, rural populations, differently abled and underage persons.

Gidani is committed to service our Retailers and our Players in the most efficient and effective way. This Code of Practice, which has been approved by the National Lotteries Board, sets out the services which you as a Retailer must deliver effectively to our Players as you are the medium through which most Players connect to the National Lottery. This document is reviewed at least annually while Retailers' performance is regularly monitored against this Code so as to ensure that National Lottery Retailers continue to meet the Players' expectations.

Our success depends on your success and that is why we're committed to forming a successful partnership that benefits our businesses and South Africa's development in various areas. You, as a National Lottery Retailer, have added new dimension to your business as well as helped raise billions of Rand to enhance development, education and culture of South Africa and at the same time benefit the whole community.

Having the major objective to serve our players securely and effectively in order to succeed, we need your support and your commitment to the principles of this Code of Practice. Adhering to, and guided by this Code of Practice, will offer trust and security to the lottery participants, our clients, and will thus guarantee success of your business!

Gidani wishes you luck with your business.

Prof. Bongani Aug. Khumalo
Chairman
Gidani (Pty) Ltd

TABLE OF CONTENTS

1. INTRODUCTION.....	6
2. REQUIRED PERFORMANCE STANDARDS	6
3. MONITORING	8
4. TRAINING	9
5. SELLING AREA AND MATERIALS	9
6. CANCELLATIONS AND PRIZE PAYMENTS	9

1. INTRODUCTION

The sale of National Lottery products may only be conducted by an Authorized National Lottery Retailer with lottery sales facilities supplied and approved by Gidani. Authorized National Lottery Retailers are expected to adhere to, and strictly comply with the following Code of Practice.

2. REQUIRED PERFORMANCE STANDARDS

Retailers are required to:

- be open for the sale of tickets during their normal business hours, and at such other times as necessary to meet Player demand. Outlets should, where possible, stay open until the draw break on the day of the draw;
- be familiar with the game mechanics, rules, instructions, costs and prizes of all National Lottery products on offer and provide respective information in a helpful manner;
- provide copies of Game Rules, the Participants' Code of Practice and other relevant documents for consultation on request;
- promote and abide by the spirit of National Lottery Responsible gaming principles;
- display all mandatory signs and notices including the notice that those younger than 18 years are not permitted to play the National Lottery games in their outlet;
- give information, on request, about winning and claiming prizes; how to make any comment or complaint, and the best sources for any further information;
- endeavor to assist customers with lottery-related complaints or enquiries and, where such cannot be resolved or settled. provide information assisting customers to contact the National Lottery;
- provide a courteous, friendly and efficient service at all times;
- pay cash prizes up to the value of R 50 while at their discretion pay up to R,5000 in cash;
- have completed the appropriate training sessions provided by the National Lottery and ensure that only trained staff sell tickets;
- ensure that the day-to-day conduct of the retail outlet and its staff display a level of integrity and propriety which is beyond reproach and appropriate to the image of the National Lottery;

- conduct business at the retail outlet in a reputable and business-like manner and maintain a high level of customer service. Independent retail outlet assessments will be undertaken to demonstrate or check compliance with this requirement;
- endeavor to keep in good condition and maintain all the equipment and consumables engaged in the lottery sales to be in proper place and under good operational conditions
- wear and/or cause all staff to wear an identity badge as required by the National Lottery at all times when engaged in the sale of National Lottery products;
- comply with all laws, statutes, by-laws, regulations or the like, applicable to the conduct of business at the retail outlet, and where necessary conduct the business at the retail outlet in a manner consistent with the Lotteries Act 1997 and the Regulations and the License held by Gidani pursuant to the Act;
- ensure that at all times their lottery outlet and business comply with the latest procedures, practices, policies and notifications advised by Gidani;
- ensure that payment for lottery entries is received from customers at the time of purchase;
- ensure that tickets are only sold by persons 18 years or older.

Retailers may not:

- sell tickets or pay prizes to anyone who a Retailer suspects is under 18 years old or to anyone known to be acting on behalf of anyone under 18 years old;
- sell tickets by means of telephone, fax, e-mail, Internet, cellular phone or similar means;
- sell tickets by means of telesales marketing, data base marketing or direct mail (post);
- make misleading statements about odds, prizes, or any other aspect of the National Lottery or its games;
- sell tickets at prices different from those set and communicated by the National Lottery;
- knowingly sell a ticket or combination of tickets to anyone representing a commercial syndicate that organizes the purchase of large numbers of tickets with the aim of guaranteeing a jackpot prize;
- provide credit or lend money to anyone for the purpose of buying a lottery entry;
- seek any gain from the payment of prizes, or selling tickets above their advertised price;
- sell tickets from a mobile location, unless authorized in writing by Gidani;

- sell tickets to any person whom a Retailer knows, or ought reasonably to suspect, suffers from an addiction to excessive lottery play;
- re-brand or alter any of the existing branding or display by any means;
- link in any way other items normally sold in that particular retail store with products of the National Lottery without authorization;
- undertake joint promotions with any of its normal merchandise and National Lottery products without authorization;
- sell tickets or pay prizes to anyone precluded from taking part in the National Lottery by the Lotteries Act 1997;
- make unsolicited telephone calls or other forms of direct or personal communication to the general public with a view to encouraging the purchase of tickets;
- disclose any information that could indicate the identity of major prize winners, or those with gambling problems, without their prior consent;
- Pay any prizes by any means other than cash or cheque. Payments in kind are expressly prohibited.

3. MONITORING

The National Lottery will periodically carry out "mystery shopper" programs, which will include checks on compliance with this code of practice.

Any retail outlet where any of the following have occurred may have its authorization to sell National Lottery products removed:

- sale of tickets to, or payment of prizes to people under the age of 18 years;
- encouragement of players to excessive playing;
- failure to pay prizes up to R 500 to valid claimants;
- payment or attempted payment on a winning ticket that is obviously counterfeit;
- being engaged in any deceptive, unlawful or unethical consumer practices;
- allowing inadequately trained staff to sell tickets;
- the conviction of the Retailer or any of their staff involved in selling tickets of any offence that would make the person unfit to act in that capacity, or bring the National Lottery into disrepute;
- interference or attempted interference by the Retailer with the National Lottery terminals located at the retail outlet;

- Selling tickets to, or paying prizes to, anyone precluded from playing the National Lottery games by the Lotteries Act 1997, or the Game Rules;
- Material breach of the Retailer Agreement;
- Material breach of Games' Rules;
- Non-compliance with this code or the Participants' Code of Practice.

4. TRAINING

Authorized Retailers will be provided with appropriate training by the National Lottery for themselves and nominated staff members. The training sessions provided will cover the following areas:

- Game Rules and Participation methods
- Placement of merchandising material
- Placement of signage
- Sales techniques
- Responsible gaming standards and requirements

Retailers are responsible for ensuring that additional training needs, or training needs for new staff members are brought to the attention of the National Lottery.

5. SELLING AREA AND MATERIALS

Retailer facilities must incorporate a dedicated lottery selling area identified by an approved shopfit which is designed and presented in the approved colors and livery;

Retailers must make freely available all materials supplied by Gidani for playing games (entry coupons, results' posters, etc).

6. CANCELLATIONS AND PRIZE PAYMENTS

An on line ticket may only be voided or cancelled within two hours of the time of issue, prior to the draw, at the terminal of issue, and only at the request of the Player;

Players will have the opportunity to claim a prize for a period of up to and including 365 days following the date of the draw. Following this period, any prizes remaining unclaimed will be paid to the National Lottery Distribution Trust Fund (NLDTF);

Retailers have the right to request proof of age from any customer who appears to be under the age of 18 years old prior to selling a ticket or paying a prize.