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# EXTERNAL POLICY AND PROCEDURES

**TITLE:** NEW MEXICO LOTTERY AUTHORITY RULES FOR QUICKSTERS GAMES

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# NEW MEXICO LOTTERY AUTHORITY RULES FOR QUICKSTERS GAMES



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## NEW MEXICO LOTTERY AUTHORITY

This New Mexico Lottery Authority Rules for Quicksters Games approved and adopted by the New Mexico Lottery Authority Board of Directors on the 4th day of March, 2014.

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s/Dan Salzwedel, Board Chair

(SEAL)

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## NEW MEXICO LOTTERY AUTHORITY RULES FOR QUICKSTERS GAMES

### Purpose

These rules are the guidelines and regulations, for the New Mexico Lottery Authority Quicksters Games.

### General Use and Applicability

These rules are applicable to New Mexico Lottery staff, retailers, vendors, and players.

### Definitions

- 1) "Announced End of Game" is a date determined by the Lottery to end a Quicksters Game. Tickets from each Quicksters Game expire ninety (90) calendar days after the date they are printed, or the business day prior to the ninetieth (90<sup>th</sup>) day if the Lottery is not open for business.
- 2) "Barcode". There will be a PDF417 barcode printed on the front of each Quicksters Ticket. This barcode will contain the 35 digit ticket serial number and the algorithm needed to validate winning and non-winning Quicksters Tickets.
- 3) "Bearer Instrument". In order to prove legal ownership of a winning Quicksters Ticket the Lottery encourages all players to sign their Quicksters Ticket immediately. The Quicksters Ticket is a bearer instrument until signed.
- 4) "Board" or "Lottery Board" means the New Mexico Lottery Authority Board of Directors as appointed pursuant to the New Mexico Lottery Act.
- 5) "Customer Change Request Form", "CCRF", "Game Specifications" is the formal document request between the Lottery and the online printing vendor confirming the development for a Quicksters Game. The document defines the specifications for each game.
  - A. Game Name
  - B. Game LOGO
  - C. Game Characteristics
  - D. How to Win Instructions
  - E. How to Play Instructions
  - F. Prize Structure
  - G. Ticket Sample and Ticket Art
  - H. Microlot Sales Button Art
  - I. Game Specification Approval and Confirmation
- 6) "Central system" is the central computer system used to control and monitor the online gaming environment to which the terminals are connected by a communication medium authorized by the NMLA.

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- 7) "Claim Form" is the official form of the Lottery that players must complete and submit to claim a prize in excess of six hundred dollars (\$600). This form is available at any Lottery Retailer, at NMLA Headquarters, or a copy can be downloaded from the NMLA website @ [www.nmlottery.com](http://www.nmlottery.com).
- 8) "CEO" is the Chief Executive Officer of the Lottery appointed by the Board pursuant to the New Mexico Lottery Act.
- 9) "High Tier Prize" is a prize in excess of six hundred dollars (\$600).
- 10) "Internal Auditor" is the internal auditor employed by the Lottery pursuant to the Lottery Act.
- 11) "Last Day to Claim a Prize" is ninety (90) calendar days after the Quicksters Ticket is printed, or the first business day after the 90<sup>th</sup> day if the Lottery is not open for business. Winning Quicksters Tickets may not be redeemed by players after this date.
- 12) "Low Tier Prize" is a prize of twenty-five dollars (\$25) and less.
- 13) "Mid Tier Prize" is a prize of twenty-six (\$26) through \$600.
- 14) "New Mexico Lottery Authority", "New Mexico Lottery" "NMLA" or "Lottery" means the New Mexico Lottery Authority, a public body, politic and corporate, separate and apart from the state, constituting a governmental instrumentality, established and operated pursuant to the New Mexico Lottery Act.
- 15) "New Mexico Lottery Act" or "Lottery Act" or "the Act" means the New Mexico Lottery Act, N.M.S.A., 1978, Sections 6-24-1 through 6-24-34, as the same may be amended from time to time.
- 16) "Approximate (Approx.) overall odds of winning (includes break-even prizes)" is a calculation of the total number of tickets in the game divided by the total number of winning tickets in the game. The result of the calculation is displayed as (1:XX.XX). Winning Quicksters Tickets are distributed randomly throughout the entire game pursuant to individual game parameters. "Odds cards" disclose the approximate odds of winning prizes in a game and the approximate overall odds of winning (including break-even) any prize. Odds Cards are produced for each Quicksters Game and provided to all retailers to post for the public, pursuant to the New Mexico Lottery Act.
- 17) "Play Area" is the area on the Quicksters Ticket where the play symbols print. The Play Symbols will only appear in this area. Winning and non-winning Quicksters Tickets are determined by the symbols that are printed in the play area dependent upon game instructions, rules, and programming parameters.
- 18) "On-line system" is the central system and the terminals connected to the central system through a communication medium approved by the Lottery (i.e. satellite, radio, telecommunication line, etc.)
- 19) "Play Symbols", "Number Symbols", and "Prize Symbols" are symbols which are printed on the front of the Quicksters ticket in the Play Area. Each Symbol is printed in black ink using a specific Symbol Font.
- 20) "Prize Payout" is the percentage of sales expected to be paid out as prizes by game design.

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- 21) "Prize Fund" is the amount of money available in each game which the Lottery uses to pay that game's prizes.
- 22) "Quicksters Prize Tickets" or "Tickets Provided as Prizes" are used in some Quicksters Games and have the same retail value as the cost of a Quicksters Ticket for that game. When a Quicksters Prize Ticket is validated the Lottery terminal will print another Quicksters Ticket for the same game or a Quicksters ticket of the same price point.
- 23) "Retailer" is a person or legal entity authorized by the New Mexico Lottery to sell Lottery tickets pursuant to the New Mexico Lottery Act.
- 24) "Quicksters Games" are Lottery games produced by the online gaming system. Quicksters Tickets are printed by the Lottery terminals and Lottery vending machine terminals. After playing the Quicksters Ticket, the player will know immediately if that Quicksters Ticket is a winner or a non-winner.
- 25) "Second-Chance Drawing" is a promotion that the Lottery may use with some Quicksters Games. Non-winning Quicksters Tickets or Quicksters Tickets that are identified with some form of "ENTRY" are the method of entry for the Second-Chance Drawing. The Second-Chance Drawing gives added value to non-winning Quicksters Tickets and provides a process for players to win additional prizes associated with a specific game or event. Second-Chance Drawings must follow the NMLA General Drawing Rules and Procedures for Second-Chance Drawings and Promotional Drawings, as well as, the specific Second-Chance Drawings Rules established for that game.
- 26) "Serial Number". Each Quicksters Ticket will have a multi-digit serial number printed on the front of the Quicksters Ticket. Retailers must scan or manually enter the serial number to validate a Quicksters Ticket on the Lottery terminal.
- 27) "Symbols" are any characters printed on the Quicksters Tickets. Various fonts, sizes, characters, letters, numbers, and combinations may be used. These are designed by the on-line ticket vendor, described in detail in the CCRF and Game Specifications for each game, and approved by the Lottery.
- 28) "Terminal" (Lottery terminal) is a device authorized by the Lottery to function in an on-line, interactive mode with the central system for the purpose of, receiving, activating and validating Instant Tickets, the purchasing and validating of Drawing Game Tickets, purchasing and validating Quicksters Tickets, and the transmission of reports.
- 29) "Quicksters Ticket Validation" is the process retailers use to determine if a Quicksters Ticket is a winner. To validate a Quicksters Ticket, retailers must scan the multi-digit serial number on the front of each Quicksters Ticket using the Lottery terminal.
- 30) "Unclaimed prizes" are winning Quicksters Tickets that have not been claimed within ninety (90) calendar days after the print date or ninety (90) calendar days after the Announced End of Game. Unclaimed prizes are forfeited and shall be paid into the Lottery's prize fund pursuant to section 6-24-21-(c) (4) of the New Mexico Lottery Act.

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31) "Winning Quicksters Ticket" is a Quicksters Ticket where the symbols, printed on the Quicksters Ticket make a winning combination as described in the play instructions of the specific Quicksters Tame and validated by the Lottery terminal.

**A) Sale of Quicksters Game Tickets**

- 1) Only Retailers who have entered into a Retailer contract with the NMLA, and have been approved by the Lottery, at the Lottery's sole discretion, are authorized to sell Instant, Drawing, and Quicksters Games. The Lottery Claim Center, and any Lottery staff or designees assigned to Lottery promotional and special events are also authorized to sell Instant, Drawing, and Quicksters Games. Instant, Drawing, and Quicksters Games may only be sold at the Retailer business location(s) listed in the Retailer contract for which the Lottery has authorized the sale of tickets for Instant, Drawing, and Quicksters Games unless authorized by the Lottery to sell at a remote site. Nothing contained herein shall prohibit the Lottery from selling Lottery tickets, conducting Lottery promotions, or drawings at locations other than the Lottery headquarters.
- 2) Each Quicksters Ticket shall sell for the retail sale price authorized by the CEO and stated in the Quicksters Game Specific CCRF, the Game Specifications, and the New Mexico Lottery Authority Rules for Quicksters Games or as authorized by the CEO for promotional purposes.
- 3) Quicksters Tickets cannot be voided or cancelled.
- 4) Retailers shall sell Lottery tickets for any Instant, Drawing, and Quicksters Game, as directed by the NMLA.

**B) Quicksters Game Specifications "CCRF"**

Quicksters Game Specifications "CCRF" is the signed order confirmation between the Lottery and the on-line ticket vendor for each Quicksters game and, at a minimum, shall contain the following information:

- A. Game Name
- B. Game Logo
- C. Game Characteristics
- D. How to Win Instructions
- E. How to Play Instructions
- F. Prize Structure
- G. Ticket Sample and Ticket Art
- H. Microlot Sales Button Art
- I. Game Specification Approval and Confirmation

**C) Method of Playing a Quicksters Game**

- 1) The CEO or designee, subject to final approval by the CEO, shall determine the method of play for each Quicksters Game as described in the CCRF, specific Quicksters Game Specifications and the New Mexico Lottery Authority Rules for Quicksters.

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- 2) Quicksters Tickets are randomly generated from the Lottery terminals or from the Lottery vending machine terminals. Play slips are not available.
- 3) Each Quicksters Game is different and will have different instructions. Information on how to play is found on the Quicksters Ticket as well as on the game specific "odds cards" distributed at all lottery retailer locations.
- 4) Additional information can be obtained from a New Mexico Lottery retailer, Lottery Customer Service (505) 342-7600, or the NMLA website at: [www.nmlottery.com](http://www.nmlottery.com).

**D) Determination of Prize Winner**

- 1) A claim form shall be filed by the winner(s) of prizes exceeding six hundred dollars (\$600). The claim form must be filled out and signed.
- 2) If there are multiple claimants for the prize winning Quicksters Ticket, a representative, having a power of attorney, may complete and sign a claim form on the other claimant's behalf.
- 3) If the owner of a winning Quicksters Ticket is unable to complete a claim form due to a legal, physical or other disability, a guardian, conservator, custodian, fiduciary or duly authorized representative having a power of attorney may complete and sign a claim form on the owner's behalf. The claim form shall indicate the name of the lawful payee.
- 4) If the person signing the claim form is a personal representative of the estate of a deceased winner, that person shall submit his letter of administration or its legal equivalent showing the appointment from the court having jurisdiction over the estate.
- 5) A person who signs a claim form shall be deemed to have represented that the information contained therein is accurate and complete.
- 6) No incomplete claim form shall be processed for payment.

**E) Quicksters Ticket Validation**

- 1) An original Quicksters Ticket shall be the only proof of a game play and the submission of a winning Quicksters Ticket to the Lottery, or its authorized Retailer, shall be the sole method of claiming a prize. No copies or reproductions will be accepted.
- 2) The Quicksters Ticket must not be blank, mis-registered, defective, or printed or produced in error.
- 3) The Quicksters Ticket must be printed on ticket stock that meets the security requirements for ticket stock used for NMLA on-line games.
- 4) A Quicksters Ticket which fails any of the Lottery's validation checks is invalid and ineligible for any prize and shall not be paid.
- 5) The Quicksters Ticket shall be validated according to validation procedures as determined by the Lottery prior to payment of a prize.
- 6) The Quicksters Ticket shall not be counterfeit or forged, in whole or in part.
- 7) The Quicksters Ticket shall not be mutilated, altered, unreadable, reconstituted or tampered with in any manner.



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- 8) The Quicksters Ticket shall have been issued by the Lottery or authorized Retailer in an authorized manner.
- 9) The Quicksters Ticket shall have been received or recorded by the Lottery by the applicable Last Day to Claim a Prize deadline, ninety (90) calendar days after the Quicksters Ticket was printed, or the business day prior to the ninetieth (90<sup>th</sup>) day if the Lottery is not open for business.
- 10) The Play Symbols that make a winning combination or a winning match on the Quicksters Ticket must be in accordance with the play instructions for that game. Use of a symbol or number from any other part of the ticket in combination with a Play Symbol, Number Symbol, or Prize Symbol in the Play Area to create a winning ticket is prohibited and will not be considered as a winning Quicksters Ticket.
- 11) The Validation Number (including any portion thereof) is not a Play Symbol, Number Symbol, or Prize Symbol and is not usable as such.
- 12) Quicksters Tickets reported and verified as stolen or obtained illegally will not be valid for claiming a prize.
- 13) No copies or reproductions will be accepted for validation.

**F) *Ticket Responsibility***

- 1) Until such time as a signature or mark is placed upon a Quicksters Ticket, in the area designated for signature, the bearer of the Quicksters Ticket shall own the Quicksters Ticket. When a signature is placed on the Quicksters Ticket in the place designated, the person whose signature or mark appears in such area shall be the owner of the Quicksters Ticket and shall be entitled (subject to the validation requirements in Rule E. (Quicksters Ticket Validation) to any prize attributable thereto.
- 2) Payment of prizes for valid winning Quicksters Tickets bearing multiple signatures shall be divided according to the percentages as agreed to in writing by the parties. The parties must agree on the percentages prior to the prize being paid.
- 3) The Lottery is not responsible for lost, stolen or damaged Quicksters Tickets.
- 4) The Lottery is not responsible for erroneously printed or mutilated Quicksters Tickets
- 5) The Lottery is not obligated to resolve competing claims to winning Quicksters Tickets.
- 6) The Lottery shall not be responsible for Quicksters Tickets claimed by a player in error for a lower prize at a Retailer.
- 7) Liability for void, altered, or misprinted Quicksters Tickets, or disputes if any, is limited to the refund of the retail sales price.

**G) *Prize Payment***

- 1) All prizes must be claimed within ninety (90) calendar days after the date the Quicksters ticket was printed. If the ninetieth (90<sup>th</sup>) calendar day falls on a day in which the NMLA is not open for business, the ticket must be claimed on a

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- business day prior to the ninetieth (90<sup>th</sup>) calendar day. A Quicksters Ticket that is mailed must be received at the Lottery headquarters within ninety 90 calendar days of the date the Quicksters Ticket was printed.
- 2) Prizes of one hundred thousand dollars (\$100,000) or more must be claimed in person at Lottery headquarters.
  - 3) Prizes exceeding six hundred dollars (\$600) must be claimed at the Lottery, either at Lottery headquarters or by mail using a Lottery claim form.
  - 4) Prizes of six hundred dollars (\$600) or less may be claimed at any Lottery Retailer or mailed to the New Mexico Lottery at: New Mexico Lottery; P.O. Box 93190; Albuquerque, NM 87199-3190. No claim form is required.
  - 5) The Lottery may not pay prizes to any claimant who purchases a ticket from an unauthorized Retailer.
  - 6) Prizes are not assignable, but prizes may be paid to a deceased winner's estate or to a person designated by judicial order.
  - 7) Under no circumstances will the Lottery pay a prize or share of a prize without the original Quicksters ticket being presented to the Lottery.

**H) *Game Termination and Prize Claim Period***

The Lottery, may Announce the End of a Quicksters Game at any time. If this occurs, no Quicksters Tickets shall be sold past the Announced End of Game date by retailers. The Last Day to Claim a prize is ninety (90) calendar days after a Quicksters Ticket is printed or ninety (90) calendar days after the Announced End of Game. Players have up to ninety (90) calendar days to claim a prize after this date or the business day prior to the ninetieth (90<sup>th</sup>) day if the NMLA is not open for business. Tickets mailed in must be received at the Lottery headquarters within ninety 90 calendar days after the Quicksters was printed or ninety (90) calendar days after the Announced End of Game.

**I) *Applicable Law***

In purchasing a Quicksters ticket, the purchaser agrees to comply with and abide by all applicable laws, rules, regulations, policies, procedures, and decisions of the NMLA.

**J) *Purchase and Prize Restrictions***

- 1) No Quicksters Ticket may be purchased by and no prize shall be paid to any member of the Board, any officer or employee of the Lottery, an owner, officer or employee of a Lottery vendor or, in the case of a corporation, an owner of five percent or more of the corporate stock of a Lottery vendor; or any one physically residing as a member of the same household in the principal place of residence of any such person.
- 2) No Quicksters Tickets shall be sold to, purchased, or redeemed by a person under the age of eighteen (18). Nothing herein shall be construed to prevent the making of a gift of a Quicksters ticket to a person under the age of eighteen (18).

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- 3) No employees or family members of major vendors, certain contract vendors or event sponsors as designated by the Lottery shall participate in any Second-Chance Drawing or special promotion.

**K) *Taxes and Debt Setoffs***

In accordance with the Lottery Act:

- 1) Any Lottery prize is subject to applicable state and federal taxes. The Lottery shall report to the state and federal taxing authorities any Lottery prizes in excess of six hundred dollars (\$600). Prizes will be subject to tax withholding in accordance with applicable law.
- 2) Prizes in excess of six hundred dollars (\$600) are subject to collection by the New Mexico Human Services Department in accordance with the New Mexico Lottery Act.

**L) *Dissemination of Winning Ticket Information***

The Lottery is not responsible for incorrect information provided by a Retailer or Lottery staff, telephonic or in person, or by any forms of media. Only Quicksters Tickets validated by the system will be honored.

**M) *Release of Information About Winners***

- 1) Pursuant to the New Mexico Open Records Act, a prize winner's name, city and state of residence and the amount of the prize won may be regarded as matters of public record which may be released by the Lottery.
- 2) The Lottery shall not release the street address, telephone number or personal identifiers of a prizewinner, except as may be required pursuant to lawful authority or urgent necessity.

**N) *Order of Precedence***

These Rules shall be interpreted and applied in the following order of precedence:

- 1) New Mexico Lottery Act
- 2) New Mexico Lottery Authority Rules for Quicksters Games
- 3) CCRF
- 4) Game Specifications

**O) *Amendments to Game Rules***

These rules may be amended with approval of the CEO and the Board.

**P) *Current Play Styles/Themes***

Play styles or themes determine how each game is to be played. Due to the expanding and changing lottery industry new play styles/ themes are always being created. The play style/theme will be specifically defined in the CCRF and Game Specifications for each game.