



EXTERNAL POLICY AND PROCEDURES

TITLE: NEW MEXICO LOTTERY AUTHORITY RULES FOR INSTANT GAMES

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NEW MEXICO LOTTERY AUTHORITY RULES FOR INSTANT GAMES



NEW MEXICO LOTTERY AUTHORITY

This New Mexico Lottery Authority Rules for Instant Games approved and adopted by the New Mexico Lottery Authority Board of Directors on the 9th day of April, 2015

Dan Salzwedel
s/Dan Salzwedel, Board Chair

(SEAL)

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Purpose

These rules are the guidelines and regulations, for the New Mexico Lottery Authority Instant 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 New Mexico Lottery Authority ("Lottery") to End an Instant Game. Instant Tickets may not be sold by retailers after this date. Players have up to ninety (90) days to claim a prize (Last Day to Claim a Prize) after this date or the business day prior to the ninetieth (90th) day if the Lottery is not open for business.
- 2) "Bearer Instrument". In order to prove legal ownership of a winning Instant Ticket the Lottery encourages all players to sign their Instant Ticket immediately. The Instant Ticket is a bearer instrument until signed.
- 3) "Board" or "Lottery Board" is the board of directors as appointed pursuant to the New Mexico Lottery Act.
- 4) "Claim form" is the official form of the Lottery, supplied by the Lottery Claims Center and submitted by the player, to claim a prize in excess of six hundred dollars (\$600). This form is available at any Lottery Retailer, at Lottery Headquarters, or a copy can be downloaded from the Lottery website @ www.nmlottery.com.
- 5) "CEO" shall mean the Chief Executive Officer of the Lottery appointed by the Board pursuant to the New Mexico Lottery Act.
- 6) "Display Area" is the part of the Instant Ticket that is used for artwork. Anything shown on this part of the Instant Ticket cannot be used to make a winning Instant Ticket.
- 7) Data Matrix Barcode is a two dimensional matrix barcode consisting of black and white "cells" or modules arranged in either a square or rectangular pattern. The information to be encoded can be text or numeric data. The Data Matrix Barcode will contain a 3-digit or 4-digit game number (GGG) (GGGG), 6-digit Pack number (PPPPPP), 3 – digit Ticket number (TTT), 8-digit encrypted validation number/prize code (VVVVVVVV), 2-digit check code (CC), and 3 –digit Pin number (PPP). This barcode will be printed on the front of the Instant Ticket in

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- the play area under the rub off coating. Retailers scan this barcode to validate Instant Tickets.
- 8) "Executed Working Papers" is the signed order confirmation between the Lottery and the Instant Ticket printing vendor for each Instant Game which defines the specifications for that game. (See Section C for details)
 - 9) "Game-Pack-Ticket Number" is the 12 or 13-digit number of the form 000-000001-000 or 0000-000001-000 which will be ink jet imaged on the back of the Instant Ticket. The first three or four digits are the Game Identification Number, the next six digits identify the pack number, and the last three digits are the ticket number.
 - 10) "High Tier Prize" is a prize in excess of six hundred dollars (\$600).
 - 11) "Instant Ticket Games" (Scratchers) are disposable tickets that contain certain preprinted (or predetermined) winners that are revealed by rubbing or scraping an area or areas on the Instant Tickets to match numbers, letters, symbols or configurations, or any combination thereof, as provided by the rules of the Instant Game. A instant-win game may also provide for preliminary and second-chance prize drawings conducted pursuant to the rules of the Instant Game.
 - 12) "Instant Ticket Game Rules and Guidelines" is a document prepared by the instant ticket printing vendor for each Instant Game. The document describes, at a minimum, the following items:
 - A. Game summary
 - B. Effective date
 - C. Definitions
 - D. Determination of instant prize winners
 - E. Number and value of instant prizes
 - F. Instant ticket validation requirements
 - G. Instant ticket claim period and ticket responsibility
 - H. Disputes
 - I. Purchase and prize restrictions
 - J. Retailer conduct
 - K. Termination of the game
 - L. Price of ticket
 - M. Miscellaneous
 - 13) "Internal Auditor" means the internal auditor employed by the Lottery pursuant to the Lottery Act.
 - 14) "Last Day to Claim a Prize" is ninety (90) days after the Announced End of the Game or the first business day after the ninetieth (90th) day if the NMLA is not open for business. Winning Instant Tickets may not be redeemed by players after this date.
 - 15) "Low Tier Prize" is a prize of twenty-five dollars (\$25) and less.
 - 16) "Mid-Tier Prize" is a prize of twenty-six dollars (\$26) through six hundred dollars (\$600).
 - 17) "New Mexico Lottery Authority", "New Mexico Lottery" "NMLA" or "Lottery", or "Authority" means the New Mexico Lottery Authority, a public body, politic and

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- corporate, separate and apart from the state, constituting a governmental instrumentality, established and operated pursuant to the New Mexico Lottery Act.
- 18) "New Mexico Lottery Act", "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.
 - 19) "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:x.xx). Winning Instant Tickets are distributed randomly throughout the entire game pursuant to individual game parameters. The odds are approximate because the final quantity of tickets printed for each game may vary.
 - 20) "Odds cards" disclose the overall odds (including breakeven prizes) of winning prizes in an Instant Game and the odds of winning a Top Prize. Odds Cards are produced monthly for the Instant Games, Quicksters Games, and Drawing Games and provided to all retailers to post for the public, pursuant to the New Mexico Lottery Act. Detailed prize odds are posted on the New Mexico Lottery website (nmlottery.com/odds).
 - 21) "Pack" is a pack of fan folded instant tickets which are attached to each other by perforations and are packed in plastic shrink-wrapping. The pack size and fan folding will vary depending upon the price of the ticket.
 - 22) PDF 417 Barcode is a stacked linear barcode symbol format. Retailers scan the barcode to validate Instant Tickets. The PDF-417 Barcode will contain a 3 or 4-digit game number (GGG) or (GGGG), 6-digit Pack number (PPPPPP), 3 -digit Ticket number (TTT), 10-digit encrypted validation number/prize code (VVVVVVVVVV), and 3-Digit Pin number (PPP). This barcode will be printed on the front of the Instant Ticket in the play area under the rub off coating. Retailers scan this barcode to validate Instant Tickets.
 - 23) "Play Area" is the area on the Instant Ticket that the rub off coating covers. The Play Symbols, Number Symbols, and Prize Symbols will only appear in this area. Winning and non-winning Instant Tickets are determined by the Symbols that appear in the play area dependent upon programming parameters.
 - 24) "Play Symbols", "Number Symbols", and "Prize Symbols" are symbols which appear in the play area under the rub off coating on the front of the Instant Ticket. Each Symbol is printed using a specific Symbol Font. These are defined in the Executed Working Papers and Instant Ticket Game Rules and Guidelines for each Instant Game.
 - 25) "Prize Payout" is the percentage of sales expected to be paid out as prizes by game design.
 - 26) "Prize Fund" is the amount of money available in each game which the Lottery uses to pay that game's prizes.
 - 27) "Prize Tickets" or "Tickets Provided as Prizes" are used in some Instant Games and have the same retail value as the cost of tickets for that Instant Game.

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- Retailers should redeem the prize with another Instant Ticket from the same Instant Game or another Instant Game with the same price point.
- 28) "Retailer" is a person or legal entity authorized by the New Mexico Lottery to sell Lottery tickets pursuant to the New Mexico Lottery Act.
 - 29) "Retailer Validation Code" consists of 3 small codes found under the rub-off coating over the Play Symbols on the front of the Instant Ticket, which the licensed Retailer may use to verify and validate low tier winners. The game specific Retailer Validation Codes will be identified in individual Instant Game Executed Working Papers and Instant Ticket Game Rules and Guidelines.
 - 30) "Second-Chance Drawing" is a promotion that the NMLA uses with some Instant Games. Non-winning Instant Tickets or Instant 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 Instant 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, as well as, the specific Second-Chance Drawings Rules established for that game.
 - 31) "Symbols" are any characters used in the play area in an Instant Game. Various fonts, sizes, colors, characters, letters, numbers, and combinations are used. These are designed by the instant ticket printer, described in detail in the Executed Working Papers for each game, and approved by the Lottery.
 - 32) 2 of 5 Barcode is a continuous two-width barcode symbology encoding digits. The 2 of 5 Barcode will contain 22 or 23 decimal digits and will represent: a 3 or 4-digit game identifier, a 6-digit pack number, a 3-digit ticket number, an encrypted 10 digit validation number based on the Lottery Ticket Algorithm. This Barcode will be on the back of the Instant Ticket and can be scanned to validate low tier winning Instant Tickets. If the retailer cannot validate an Instant Ticket by scanning the PDF-417 Barcode or the Data Matrix Barcode, the retailer must scan the 2 of 5 Barcode and enter the Three Digit Pin number, to validate other winning Instant Tickets.
 - 33) "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, as well as, the purchasing and validating of Drawing Game tickets, Quicksters, and the transmission of reports.
 - 34) "Three Digit Pin" number is part of the 10 digit Ticket Validation Code. An ink jet imaged box will be around three varying contiguous digits in this code. An algorithm links the three digits to the validation number. If the retailer cannot scan the PDF417 Barcode or the Data Matrix Barcode to validate an Instant Ticket, retailers must scan the 2 of 5 barcode on the back of the Instant Ticket and then enter this number into the terminal to validate an Instant Ticket.
 - 35) "Ticket Validation" is the process retailers use to determine if an Instant Ticket is a winner. The retailer may sight validate the ticket but all validations must be confirmed on the terminal by the computer system to receive appropriate credit.

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- 36) "Ticket Validation Code" is a unique 10 digit number printed on the front of the ticket in the play area under the rub-off coating.
- 37) "Unclaimed prizes" means winning Instant Tickets that have not been claimed ninety (90) days after the Announced End of Game. Unclaimed prizes are forfeited and shall be paid into the Lottery's unclaimed prize fund pursuant to section 6-24-21-(c) (4) of the New Mexico Lottery Act.
- 38) "Voided Lottery Tickets" used for promotional and training purposes and have no monetary value and shall not be sold nor cashed by any retailer. The Lottery shall not redeem nor reimburse any party for voided lottery tickets.
- 39) "Winning Ticket" is an Instant Ticket where the symbols, under the rub off coating in the play area, reveal a winning combination as described in the play instructions of the specific game and validated by the computer system.

A) Sale of Instant Game Tickets

- 1) Only Retailers who have entered into a Retailer contract with the Lottery, and have been approved by the Lottery, at the Lottery's sole discretion, are authorized to sell Instant, Drawing, and Quicksters Game Tickets. The NMLA Claim Center and any Lottery staff or designees assigned to lottery promotional and special events are also authorized to sell Instant, Drawing, and Quicksters Game Tickets. Instant, Drawing, and Quicksters Game Tickets may only be sold at the Retailer business location(s) listed in the Retailer contract for which the Lottery has authorized the sale of Instant, Drawing, and Quicksters Game Tickets 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 Instant Game Ticket shall sell for the retail sale price authorized by the CEO and stated in the game specific Executed Working Papers and Game Rules and Procedures or as authorized by the CEO for promotional purposes.
- 3) Retailers shall sell lottery tickets for any Instant Drawing, and Quicksters Game as directed by the NMLA.

B) Client Standards

Client Standards is the signed document that contains all the basic and essential requirements that the instant ticket vendor must comply with when they print an Instant Game for the Lottery. Specific Instant Game requirements will be in the Executed Working Papers. The Client Standards contain the following information:

1. General Information
2. Game Numbering
3. Quality Inspection Window
4. Bar Codes
5. Perforations
5. Finishing
6. Shipping/Delivery
7. Samples

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8. Validation Information
9. Ticket Testing and Continuous Quality Control
10. Reconstruction
11. Audit Report
12. Other
13. Deliverables
14. Contact Information
15. Approval
16. Amendments

C) Executed Working Papers

Executed Working Papers is the signed order confirmation between the Lottery and the instant ticket printing vendor for each specific Instant Game and, at a minimum, shall contain the following information:

1. Front of Ticket
2. Front of Ticket (uncovered)
3. Back of Ticket
4. Pack Insert
5. Prize Structure
6. Game Order Information (Detailed Specifications)
7. Game Programming (Representations of Fonts, Image Layout)
8. Retailer Codes
9. Programming Parameters
10. Delivery Schedule
11. Approval and Confirmation
12. Amendment History

D) Instant Ticket Game Rules and Guidelines

Instant Ticket Game Rules and Guidelines are prepared by the instant ticket printing vendor for each specific Instant Game that they print. They shall contain the following information:

1. Game Summary
2. Effective Date
3. Definitions
4. Determination of Instant Prize Winners
5. Number and Value of Instant Prizes`
6. Instant Ticket Validation Requirements
7. Instant Ticket Claim Period and Ticket Responsibility
8. Disputes
9. Purchase and Prize Restrictions
10. Retailer Conduct
11. Termination of the Game
12. Price of Ticket
13. Miscellaneous

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E) *Method of Playing an Instant game*

- 1) The CEO or designee, subject to final approval by the CEO, shall determine the method of play for each Instant Game as described in the game specific Executed Working Papers and Instant Ticket Game Rules and Guidelines.
- 2) Each Instant Game is different and will have different instructions. Information on how to play maybe found on the ticket, on a SCRATCHER brochure distributed at all lottery retailer locations, and on the New Mexico Lottery website (nmlottery.com).
- 3) Additional information can be obtained from a Lottery retailer or Lottery Customer Service 1-800-642-6689.

F) *Determination of Prize Winner*

- 1) The Instant Ticket must be validated by the NMLA system to verify that it is a winning Instant Ticket.
- 2) A claim form must be filed for prizes exceeding six hundred dollars (\$600). The claim form must be filled out and signed by the player. If there are multiple claimants for the prize winning Instant Ticket, a representative, having a power of attorney, may complete and sign a claim form on the other claimant's behalf.
- 3) If there are multiple claimants for a prize winning Instant Ticket and there is not a representative, having a power of attorney, each claimant must submit a claim form.
- 4) If the owner of a winning Instant 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. The personal representative must have a valid power of attorney to claim the prize for the legal owner.
- 5) 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.
- 6) A person who signs a claim form shall be deemed to have represented that the information contained therein is accurate and complete.
- 7) No incomplete claim form shall be processed for payment.

G) *Instant Ticket Validation*

- 1) An Instant Ticket is a bearer instrument until signed on the back by the Instant ticket owner. If presented in person, the signed Instant Ticket and presenter must be the same. If there are multiple claimants for the prize winning Instant Ticket, the person signing the Instant Ticket must have power of attorney and complete and sign a claim form on the other claimant's behalf.
- 2) An Instant Ticket which fails any of the Lottery's validation checks is invalid and ineligible for any prize and shall not be paid.

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- 3) The Instant Ticket shall be validated according to validation procedures as determined by the Lottery prior to payment of a prize.
- 4) The Instant Ticket shall not be counterfeit or forged, in whole or in part.
- 5) The Instant Ticket shall not be mutilated, altered, unreadable, misdispensed, reconstituted or tampered with in any manner.
- 6) The Instant Ticket shall have been issued by the Lottery or authorized Retailer in an authorized manner.
- 7) The Instant Ticket shall have been received or recorded by the Lottery by the applicable Last Day to Claim a Prize deadline or the first business day after this day if the Lottery is not open for business.
- 8) The Instant Ticket shall pass the confidential validation and security tests appropriate to the applicable Play Style.
- 9) The Validation Number of an apparent winning Instant Ticket shall appear on the Lottery's official file of Validation Numbers of winning tickets. An Instant Ticket with that Validation Number shall not have been paid previously.
- 10) The Play Symbols within the Play Area of the Instant Ticket must reveal a winning combination or a winning match on the Instant Ticket in accordance with the play instructions for that game. Use of a Symbol or Number from any other part of the Instant Ticket in combination with a Play Symbol, Number Symbol, or Prize Symbol in the Play Area to create a winning Instant Ticket is prohibited and will not be considered as a winning Instant Ticket. No portion of the display printing, overlay printing, nor any extraneous matter whatever shall be useable or playable as part of the Instant 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) The Retailer Validation Code (including any portion thereof) is not a Play Symbol, Number Symbol, or Prize Symbol and is not usable as such.
- 13) Instant Tickets reported and verified as stolen or obtained illegally will not be valid for claiming a prize.
- 14) No copies or reproductions will be accepted for validation.

H) *Ticket Responsibility*

- 1) Until such time as a signature or mark is placed upon an Instant Ticket in the area designated for signature, the bearer of the Instant Ticket shall own the Instant Ticket. When a signature is placed on the Instant Ticket in the place designated, the person whose signature or mark appears in such area shall be the owner of the Instant Ticket and shall be entitled (subject to the validation requirements in Rule F - Instant Ticket Validation) to any prize attributable thereto.
- 2) Payment of prizes for valid winning Instant 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 Instant Tickets.

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- 4) The Lottery is not responsible for erroneously printed, misdispensed, or mutilated Instant Tickets
- 5) The Lottery is not obligated to resolve competing claims to winning Instant Tickets.
- 6) The Lottery shall not be responsible for Instant Tickets claimed by a player in error for a lower prize at a Retailer.

I) Prize Payment

- 1) All prizes must be claimed within ninety (90) calendar days of the Announced End of Game. If the ninetieth (90th) calendar day falls on a day in which the Lottery is not open for business, the Instant Ticket must be claimed on the first business day after the ninetieth (90th) calendar day. An Instant Ticket that is mailed must be received at the Lottery headquarters within ninety (90) calendar days of the Announced End of Game. If the Lottery is not open for business, the Instant Ticket must be received on the first business day after the ninetieth (90th) calendar day.
- 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, using a Lottery claim form, at Lottery headquarters or mailed to the Lottery at: New Mexico Lottery PO Box 93190, Albuquerque, NM 87199-3190.
- 4) Prizes of six hundred dollars (\$600) or less may be claimed at any Lottery Retailer or mailed to the 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 an Instant 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 Instant Ticket being presented to the Lottery.

J) Game Termination and Prize Claim Period

The Lottery, may Announce the End of an Instant Game at any time. If this occurs, no Instant Tickets from that Instant Game shall be sold past the Announced End of Game date by retailers. The Last Day to Claim a prize is ninety (90) days after the Announced End of Game. Players have up to ninety (90) days to claim a prize after this date or the first business day after the ninetieth (90th) day if the Lottery is not open for business. At the Lottery's discretion Instant Games may be picked up or terminated earlier than scheduled. Instant Tickets mailed in must be received at the Lottery headquarters within ninety (90) calendar days of the Announced End of Game. If the Lottery is not open for business the Instant Ticket must be received the first business day after the ninetieth (90th) calendar day.

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K) *Applicable Law*

In purchasing an Instant Ticket, the purchaser agrees to comply with and abide by all applicable laws, rules, regulations, policies, procedures, and decisions of the Lottery.

L) *Purchase and Prize Restrictions*

- 1) No Instant 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 Lottery Instant 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 lottery Instant Ticket to a person under the age of eighteen (18).
- 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.

M) *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.

N) *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 Instant Tickets validated by the system will be honored.

O) *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.

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P) *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 Instant Games
- 3) Client Standards and the Executed Working Papers
- 4) Game Specific Instant Game Rules and Guidelines (prepared by the Instant Ticket Printing Vendor)

Q) *Amendments to Game Rules*

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

R) *Current Play Styles/Themes*

Play styles or themes determine how each Instant 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 executed working papers for each Instant Game.