What retailers need to know

On November 30, WCLC plans to launch the new LottoSpot.ca and Lotto Spot app, bringing online draw-based games, subscriptions and eInstants together in one place.

Retailers do not need to become Lotto Spot experts. The most helpful thing you can do is understand what's changing, answer basic questions and connect players with the right support when they need it.

More Ways to Play

Retail remains the foundation of lottery. The Lotto Spot website and app give players more choice in how they play, including:

1. **Buying lottery tickets online**
2. **Subscriptions, now available through Lotto Spot instead of Subscription Spot**
3. **eInstants, a new way to play instant-win**

These online options add to the ways players can play. They do not replace playing at retail.

Changes with current Lotto Spot App

November 23-29: Lotto Spot App pause

- New registrations and ticket purchases will be unavailable while WCLC prepares for the new website and app.
- Players will still be able to check tickets in the current Lotto Spot app during the transition.

Retailers may see more players coming in to purchase paper tickets, redeem eligible prizes from the current app or ask questions about the transition.

Tickets Purchased in the Current Lotto Spot App

Before November 30 launch: Players should review their tickets in the current app. Players with unredeemed winning tickets should redeem them at retail where eligible or save them to their device wallet.

After November 30 launch: Previous tickets will not appear in or be available from the new Lotto Spot app. For help with an old app ticket, direct players to LottoSpot.ca or Player Care.

What's changing?

Registration & Ticket Checking

Players must fully register and sign in to use the ticket checker in the new Lotto Spot app. Registration and identity verification are also required to buy lottery products online.

This applies only to Lotto Spot. Players can continue to purchase and check paper tickets at retail without a Lotto Spot account.

The requirement helps prevent fraud and abuse from anonymous, high-volume ticket checking.

How Lotto Spot Prizes are Claimed

Prizes from purchases made through Lotto Spot will be claimed and paid through Lotto Spot, not at retail.

Paper tickets purchased at retail will continue to follow the retail prize-claim process.

Easy way reminder

- Bought at retail - claim through retail
- Bought on Lotto Spot - claim through Lotto Spot

Helping our Players

For Lotto Spot questions or support, please direct players to Player Care.

1-800-665-3313

Monday to Friday, 8:30 a.m. to 9:30 p.m.;
Saturday, 1:30 p.m. to 9:30 p.m.; closed Sunday.

Visit **LottoSpot.ca** for additional information