



NEWS RELEASE

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Kansas Lottery Announces Temporary Prize Claim Protocol

TOPEKA, KAN. – In response to the COVID-19 pandemic, and to ensure the health and safety of players and employees, the Kansas Lottery will temporarily suspend accepting claims in person at the Kansas Lottery Headquarters in Topeka as of 8:00 a.m. on Wednesday, March 18, 2020, through 5:00 p.m. Monday, March 30, 2020. The claim center is scheduled to re-open Tuesday, March 31, unless additional closures are deemed warranted at that time.

Any prize won of \$599 or less can still be claimed in-person at many Kansas Lottery retailers around the state. If a player wins \$600 or more, they are asked to mail in their ticket or to wait until the in-person claims process resumes.

To claim a ticket by mail, players must completely fill out the back of the ticket, sign it, and also include a printed and completely filled out claim form. Players can print a claim form from our website [here](#) or a retailer can print one off from a Kansas Lottery terminal. A completed claim form is required for each individual prize claimed.

The Kansas Lottery recommends players take a photo of their tickets or make a scanned copy of the front and the back of the tickets for their records before mailing. The Lottery also recommends sending claimed tickets by certified mail, registered mail, or some other service that allows players to track a package or letter's progress. Tickets are accepted via standard mail or certified. Please address tickets to: Kansas Lottery Claims, 128 N. Kansas Avenue, Topeka, KS 66603.

For information or assistance, players may call the Kansas Lottery office at 785-296-5700 between 8:00 a.m. and 5:00 p.m. Monday through Friday, or reach out via email to lottery.info@kslottery.net.