



RETAILER TRAINING

Awareness and Integrity

May 2024



Division of Security

PURPOSE

Ensure Lottery Retailers understand the importance of Upholding the Integrity of the Florida Lottery Through:

- Interaction with players and the general public
- The sale of lottery tickets
- Payment of prizes



TRUST, CONFIDENCE & TRANSPARENCY

The Florida Lottery's mission is predicated on:

The public's **TRUST**, **CONFIDENCE**, and **TRANSPARENCY** in our operations and activities.



INTEGRITY

The Florida Lottery operates in a fair and secure manner. The integrity of all Lottery games is of utmost importance.

Per Section 24.102(2)(d), Florida Statutes, the Lottery is, “accountable to the Legislature and the people of the state through a system of audits and reports and thorough compliance with financial disclosure, open meetings, and public records laws.”

RETAILER INTEGRITY INITIATIVES

- Retailers shall not pay a player less than the full prize amount for a winning ticket.
- Retailers should return non-winning tickets to players.
- Retailers shall not pay prizes valued at \$600 or more.

RETAILER INTEGRITY INITIATIVES

When winning Lottery tickets valued at \$600 or more are presented, a retailer should:

- Instruct the player to immediately sign the ticket if they have not already done so.
- Direct the player to the local Lottery District Office or Lottery Headquarters to redeem the ticket.
 - For more information, the player can select the “Winner’s Guide” Under the “Winning” tab at [floridalottery.com](https://www.floridalottery.com).
- Provide the player with the written instructions that are printed out at the time the ticket is validated.

RETAILER INTEGRITY INITIATIVES

- Retailers shall not sell Lottery tickets or pay prizes to any person under 18 years of age.
- Retailers must sell tickets at the price established by the Lottery.
- Retailers shall not charge a fee to redeem a Lottery ticket or require a customer to purchase another item in order to purchase a Lottery ticket.

RESPONSIBLE GAMING

The Florida Lottery's approach to Responsible Gaming is a two-pronged message:



LOTTERY TICKETS AREN'T CHILD'S PLAY

 Lottery games are designed to be a fun, low-cost form of entertainment for those over the age of 18.

#1 - No Underage Play!

**PLAYING
WITHIN
YOUR MEANS,
MEANS
EVERYTHING
TO US.**



#2 - Play Within Your Means!

RETAILER'S ROLE IN RESPONSIBLE GAMING

- Retailers are often the first and best line of defense against problematic play.
- Retailers are the most likely to recognize excessive or problematic play, especially in a regular customer.
- Retailers must prevent underage play by checking identification of players and date of birth.
- Retailers provide basic assistance to a customer experiencing difficulties and can therefore make a real difference in that person's life.

- **Florida Council on Compulsive Gambling (FCCG)**

- 1-888-ADMIT IT (1-888-236-4848)

- **National Problem Gambling Helpline**

- 1-800-522-4700



DIVISION OF SECURITY

The Division of Security is a fully authorized **LAW ENFORCEMENT** agency focused on preserving the **security** and **integrity** of the Florida Lottery while ensuring that its statutory responsibilities (Chapter 24, Florida Statutes) and commitments to **honesty, accountability** and **service** are upheld.



Accredited by the Commission for Florida Law Enforcement Accreditation

RETAILER INTEGRITY PROGRAM

- In an effort to ensure the integrity of operations and player interactions with Lottery retailers, the Division of Security investigates **every complaint** received from players.
- Any information regarding criminal activity that is discovered or received by the Division of Security is either acted upon by the Division or forwarded to the appropriate law enforcement agency.

[Click to watch video!](#)



FLORIDA LOTTERY INTEGRITY

The Florida Lottery prides itself on its established high level of integrity since 1988.

If a Lottery player, member of the media, or the general public witnesses any questionable practice performed by a Lottery employee, retailer, or vendor, we ask that they notify the Florida Lottery's Division of Security at (850) 487-7730 or Inspector General's Office at (850) 487-7726. We take such allegations seriously and will act swiftly to resolve any discrepancies.

CRIMINAL INVESTIGATIONS

- The Division of Security investigates complaints received, and regularly conducts operations to ensure Lottery retailers are properly handling, paying, and instructing players on winning/non-winning tickets.
- Lottery retailers who are found to be involved in criminal activity, including deceiving players, will be subject to arrest and prosecution, as well as suspension and/or termination of their retailer contracts.

FLORIDA LOTTERY SPECIAL AGENTS

Lottery Special Agents offer unique assistance to other law enforcement agencies throughout the state by providing:

- Information regarding attempts to cash stolen Florida Lottery tickets which may lead to locating suspects and key witnesses in ongoing investigations.
- Leads in investigations in which Florida Lottery tickets were present at a crime scene.
- Information and materials on lottery scams, theft of Florida Lottery tickets, or other lottery crimes.
- Testimony and evidence in court cases involving Florida Lottery tickets and operations.

RETAILER RESPONSIBILITIES

Florida Lottery retailers and applicants must understand the importance of complying with the terms of the retailer contract and Lottery rules.



RETAILER CONTRACT

Retailers are encouraged to view and read the entire Retailer Contract at the following link:

[Retailer Contract](#)



RETAILER RULES

Florida Lottery Retailer Rules can be found at the link provided below:

[Retailer Rules](#)

All retailers are encouraged to review and know the rules!

Successful Partnership

We look forward to a successful and cooperative partnership with you, as we work together on behalf of Florida's students and schools!

