



RESPONSIBLE GAMBLING CODE OF CONDUCT

Version 1.1
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1. DEFINITIONS

The following terms and definitions shall apply throughout this Code of Conduct unless otherwise stated:

“**Act**” means the *Gambling Regulation Act (Vic) 2003*.

“**Authorised Point of Sale**” is the location of a licensed Retailer approved by Intralot Australia where tickets in Intralot public lotteries may be purchased.

“**Code**” means this Responsible Gambling Code of Conduct.

“**Intralot Australia**” means Intralot Australia Pty Ltd of Level 1, 283 Normanby Road, Port Melbourne, VIC 3207, the entity which conducts and promotes public lotteries in accordance with the Act in Victoria and participating jurisdictions.

“**Intralot Australia’s Website**” means the website located at www.intralot.com.au.

“**Retailer**” is a person or corporation appointed by Intralot Australia to process entries in Public Lotteries.

2. COMMITMENT TO RESPONSIBLE GAMBLING

Intralot Australia takes its commitment to responsible gambling seriously. This Code outlines the commitments of both Intralot Australia and its Retailers to ensure responsible gambling in relation to Intralot Australia’s products.

3. AVAILABILITY OF THE CODE OF CONDUCT

3.1. A notice will be displayed at the premises of all Retailers stating that the Code is available for inspection (in English) upon request at all Authorised Points of Sale.

3.2. The Code will also be available at:

3.2.1. Intralot Australia’s registered office; and

3.2.2. Intralot Australia’s Website.

3.3. The Code is available in written form upon request and from Intralot Australia’s website in a number of different languages, including but not limited to:

3.3.1. Italian;

3.3.2. Greek;

3.3.3. Vietnamese;

3.3.4. Cantonese; and

3.3.5. Mandarin.

4. RESPONSIBLE GAMBLING MESSAGE

Intralot Australia has a responsible gambling campaign across its network which is included on all of Intralot Australia’s merchandise such as how to play and game guide brochures, advertising material and pamphlets. Materials are subject to change, but currently include the “Think Smart. Play Smart.” Pamphlet and logo on how to play and game guide brochures.

5. RESPONSIBLE GAMBLING INFORMATION

Intralot Australia and its Retailers will provide information about gambling support services upon request to any person who informs Intralot Australia that he or she, or a family member or friend, has a gambling problem. In addition Intralot Australia’s responsible gambling pamphlet is available at all Authorised Points of Sale and contains information about responsible gambling strategies as well as other points of reference for support, including Gambler’s Help and other gambling support services.

6. GAMBLING PRODUCTS INFORMATION

6.1 Intralot Australia believes that players should be fully informed when they make a decision to purchase its products.

6.2 Gambling products offered by Intralot Australia will not create any continuous forms of play, have a strong appeal to minors, be offensive or be contrary to the public interest.

6.3 All game rules are readily available for inspection upon request at the following locations:

6.3.1 Intralot Australia’s registered office;

6.3.2 All Authorised Points of Sale; and

6.3.3 Intralot Australia’s Website.

7. PRE-COMMITMENT STRATEGY

All Authorised Points of Sale will be provided with brochures, posters or other written information about how to identify the triggers that can lead to overspending on gambling products.

8. INTERACTION WITH CUSTOMERS

8.1 All customer service representatives of Intralot Australia and Retailers will be trained in relation to responsible gambling, customers' right to privacy and this Code.

8.2 Intralot Australia will maintain current contact details and information in relation to independent bodies such as Gambler's Help and other gambling support services to provide to customers upon request.

8.3 Brochures will be provided free of charge at all Authorised Points of Sale for easy access by customers with the contact information of independent bodies such as Gambler's Help and other gambling support services.

8.4 When an Intralot Australia customer service representative and/or a Retailers is of the opinion that a customer exhibits signs of a gambling problem, they will be trained to respect the customers' right to privacy by discreetly providing the customer with a responsible gambling pamphlet or directing the customer to the pamphlet at the Authorised Point of Sale.

9. INTERACTION WITH STAFF

9.1 All staff of Intralot Australia and Retailers are entitled to participate in lotteries offered by Intralot Australia without restrictions.

9.2 All staff of Intralot Australia will be trained in the service of responsible gambling as part of their induction program and will be informed that they should speak to a management team representative if they require any further assistance or training in relation to responsible gambling issues.

9.3 Brochures will be available for all staff free of charge which provide contact information of independent bodies such as Gambler's Help and other gambling support services.

10. INTERACTION WITH GAMBLING SUPPORT SERVICES

Members of Intralot Australia's management team will liaise with relevant gambling support services at least four times per annum to enhance Intralot Australia's awareness of responsible gambling issues and services and to further Intralot Australia's staff awareness of such issues.

11. CUSTOMER COMPLAINTS

11.1. A customer who wishes to make a complaint against Intralot Australia or a Retailer in relation to this Code may do so at the Authorised Point of Sale or by phone or by writing to Intralot Australia.

11.2. Retailers are responsible for handling any dispute with a customer, including a dispute in relation to this Code.

11.3. If the Retailer is unable to resolve the matter, the Retailer may either:

11.3.1. provide a customer complaint form to the complainant;

11.3.2. provide the phone number for Intralot Australia's help desk / customer service centre; or

11.3.3. direct the customer to download a complaint form from Intralot Australia's website.

11.4. All complaints must be handled in accordance with the relevant section of the Act.

11.5. A written complaint may be sent to Intralot Australia's registered office in which case Intralot Australia will:

11.5.1. upon receipt of the complaint immediately try to resolve the complaint; or

11.5.2. if Intralot Australia is not able to resolve the complaint, promptly provide written notice to the complainant advising:

a) of Intralot Australia's decision; and

b) that the customer may, within ten (10) days after receiving the notice, request that the VCGR review the decision.

11.6. If the complaint is not resolved, the customer may ask the VCGR or an independent mediator:

11.6.1. to review Intralot Australia's decision on the complaint if the customer has received a notice as detailed in 11.5.2; or

11.6.2. to resolve the complaint in the event that the customer has not received a notice from Intralot Australia.

11.7. A request to the VCGR under Clause 11.6:

11.7.1. must be in the form approved by the VCGR; and

11.7.2. if the customer received a notice under 11.5.2, must be made within ten (10) days of the customer receiving the notice.

11.8. Records of complaints and decisions of any review process made in relation to the operation of this Code will be held for a period of seven years and will be made available for inspection by the Minister or Regulator on request.

12. MINORS

12.1 Entry into Intralot Australia lotteries is only open to persons eighteen (18) years of age or over. Notices will be displayed at all Authorised Points of Sale highlighting this fact.

12.2 Retailers must request proof of age and will be trained to request proof of age if in doubt. If proof of age is not provided, Retailers are instructed to refuse to sell lottery products and/or pay winnings.

13. THE GAMBLING ENVIRONMENT

Intralot Australia and its Retailers will be trained to provide a safe environment and discourage customers and staff from encouraging gambling activities excessively or for prolonged periods of time.

14. FINANCIAL TRANSACTIONS

14.1 Intralot Australia and Retailers will under no circumstances cash customers' cheques or provide credit to customers for the purchase of Intralot Australia lottery products.

14.2 Retailers will be trained to inform customers upon presentation of cheques that they are unable to cash cheques under any circumstances.

14.3 Winnings of over four thousand dollars (\$4,000) are payable by cheque and can be claimed in person during office hours at Intralot Australia's registered office upon presentation of a completed winner declaration form, identification and the original winning entry ticket.

14.4 Further details relating to claim and payment of winnings are set out in Intralot Australia's lottery rules.

15. RESPONSIBLE ADVERTISING AND PROMOTIONS

15.1 Both Intralot Australia and its Retailers are committed to providing responsible advertising and promotions and ensuring that such advertising complies with the Advertiser Code of Ethics as adopted by the Australian Association of National Advertisers.

15.2 Advertising by Intralot Australia and Retailers shall not:

- 15.2.1** represent an irresponsible trading practice;
- 15.2.2** target people not of Public Lottery playing age;
- 15.2.3** be false, misleading or deceptive;
- 15.2.4** implicitly or explicitly misrepresent the probability of winning a prize;
- 15.2.5** give the impression that buying Public Lottery tickets is a reasonable strategy for financial attainment;
- 15.2.6** offend prevailing community standards;
- 15.2.7** be targeted at vulnerable or disadvantaged groups;
- 15.2.8** include misleading statements about odds or prizes;
- 15.2.9** publish or cause to be published anything which identifies customers who have won a prize without their prior consent; and
- 15.2.10** depict or promote the consumption of alcohol in connection with Public Lottery products.