



National Lottery

# STAR GAME NEWS

October 2021

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Launched



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## Heading towards the year end!

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## Exciting times ahead...

Hello and welcome to the latest edition of Star Game News.

With the recent easing of restrictions, there is certainly an air of positivity radiating throughout the country as people slowly return to their everyday routines in what we are now calling the new normal. Pleasingly, for the first time in over 18 months, I have been able to swap the dreaded virtual meetings for actual in-store visits with retailers and it gives me great pride to see how retail standards have continuously been upheld despite the great pressure on the industry due to the pandemic.

As an organisation, we are incredibly proud of the members of our retail network, especially considering what we have all been through. Despite all the restrictions we have endured, to have raised €254 million for Good Causes from the sale of National Lottery games in 2020 is such an incredible achievement and we will be forever grateful to you.

As the night's draw in and winter approaches, it is that time of year in which we start to prepare to launch our ever-popular Christmas scratch card range. Our exciting range of festive scratch cards will be available for sale in October while the Millionaire Raffle game, which sold out last year will be rolled out in November.

Many of you may have noticed an increase in footfall in your store for the most recent Lotto jackpot roll which attracted considerable attention after rolling to a meteoric ten year high. Whilst not forgetting the EuroMillions game, we have a special €130 million guaranteed jackpot event on September 24th which is sure to cause great excitement.

But that's not all! We are in the process of finalising plans for a guaranteed millionaire event with our EuroMillions partners in November and we expect to announce details very soon of a truly historic prize giveaway which will be the biggest of its kind in Europe!

And speaking of millionaires – it has been a life changing couple of months for some of your lucky customers who have won big in our games. As you will see in our Winner Awareness section (page 14), we have been travelling the country hosting photoshoots with our lucky retailers from Dublin, Limerick, Monaghan and Waterford.

As always, given the excitement that National Lottery games bring to your customers, we want to remind you of the importance of remaining alert to ensure that the protection of our players is at the forefront of what we do. We continue to strengthen our Responsible Play programme and key to that is our mystery shopper campaign which focuses on continuous testing of age control and purchase restrictions on scratch cards.

I am also pleased to announce that we have commenced work on another exciting project, the 'Store of the Future'. Our teams are looking at the future of the National Lottery retail strategy with a number of retail trials in planning to test customer activity and sentiment. These trials will examine how customers engage with the National Lottery in retail to deliver smooth customer journeys throughout the retail network, ensuring our retail equipment is innovative and dynamic in the presentation of our products in your store

Finally, I'm also happy to announce our continued sponsorship of the Shelflife C-Store Awards, and the Star Store retailer of the year. As always, Shelflife Auditors will be visiting our best stores to determine the winner of the National Lottery retailer of the year award. Given the incredibly high standards in our retail network, I have no doubt that the quality of the finalists will be second to none and I look forward to seeing the results.

Thank you again for your continued support.

**Niall Andrews**  
Chief Retail Officer



## Christmas Games

### Hampers & Cash

We are delighted to announce the return of the popular Hampers & Cash game with an amazing €30,000 top prize and more Hampers than ever! Fun game to play, more play value and more chances of winning a prize.

#### How To Play

- **GAME 1** Match 2 of the HAMPER symbols – Win a €500 Hamper Voucher for gifts.ie
- **GAME 2** Match either WINNING NUMBER to any of YOUR NUMBERS in either line to win PRIZE.
- **CHRISTMAS GAME BONUS DRAW** 3 entries per ticket

Average 1 in 3.32

For scanning purposes, the PLU code for this game is 509 897 402 6800

#### Hampers & Cash Redemption Process

The €500 Hamper prize is distributed in the form of a Hamper Voucher for gifts.ie where winners can redeem the value against a wide range of hampers and gifts. This year players have the option of using the voucher to redeem €500 worth of items from the gift voucher shop or select a limited edition hamper exclusively designed for Hampers & Cash players from gifts.ie. The limited edition Hamper contains festive goodies to the value of €300 and a €200 One4All voucher.

To redeem their prize, winners of the €500 Hampers voucher must call the National Lottery Claims Department on 1800 666 222 to validate their ticket.

Launching October '21. This game has an end claim date of Monday 4th April 2022 printed on the back of the ticket.



18+ Play Responsibly, Purchase Limits Apply

### Merry Money

May Christmas be merry and bright with a chance to win up to 10 times on the new look €5 Merry Money scratch card with 4 new exciting designs in each book.

#### How To Play

- **GAME 1** Reveal a cash amount – Win that amount
- **GAME 2** Match any of the WINNING SYMBOLS to any of YOUR SYMBOLS – Win amount shown
- **GAME 3** Match 2 AMOUNTS – Win that amount CHRISTMAS GAME BONUS DRAW 5 entries per ticket

Average 1 in 2.88

For scanning purposes, the PLU code for this game is 509 897 402 6909

Launching October '21. This game has an end claim date of Monday 4th April 2022 printed on the back of the ticket.



## Christmas Games

### Christmas Countdown

€10 Christmas Game – win up to €100,000 Instantly! Great play value with 4 Games to Play and 19 Chances to win on every ticket.

#### How To Play

- **GAME 1** Scratch the numbers 1 – 24 to reveal symbols. Find 3 identical symbols and win the corresponding prizes as per legend displayed on the ticket back. Players can mark their symbols in prize legend on the ticket back to see if they have won.
- **GAME 2** Scratch number 25 to reveal 6 prize amounts. If 3 prize amounts are identical the player wins that amount.
- **GAME 3** Scratch each of the four “FAST CASH” areas to reveal 4 prize amounts in each area. If the player finds 2 identical symbols in the same “FAST CASH” area – win that amount
- **GAME 4** Scratch the two “INSTANT WIN” areas. If the player reveals a “Reindeer” symbol the player wins €50 instantly.
- **CHRISTMAS GAME BONUS DRAW** 10 entries per ticket
- Average 1 in 2.79

For scanning purposes, the PLU code for this game is **509 897 402 7005**

Launching October '21.

This game has an end claim date of Monday 4th April 2022 printed on the back of the ticket.



### Christmas Bonus Draw

In addition to the great instant win prizes on each of the three Christmas Games, players also have a chance to enter a weekly BONUS DRAW. Over 12 weeks period one lucky player will win a whopping €5,000 every week.

Go to [christmasbonus.lottery.ie](http://christmasbonus.lottery.ie) to enter 13-character code for a chance to win.

### Gift Responsibly

In an effort to create awareness and encourage responsible play, PLI have created a gift responsibly brand mark to appear across all Christmas campaign collateral. We hope to receive retailers continuous support in order to ensure this is successful in highlighting the importance of gifting responsibly over the Christmas period.



## New Look Games

### Congratulations

The new look Congratulations €5 ticket with 3 games to play and a top prize of €50,000!

- New Game Number: 262
- Average 1 in 3.59 wins cash

For scanning purposes, the PLU code for this game is **509 897 402 6206**

Available in Oct '21.

This game has an end claim date of Thursday 31st August 2023 printed on the back of the ticket.



### Cashword Doubler

The new look Cashword Game €3 ticket and a top prize of €30,000!

- New Game Number: 263
- Average 1 in 3.70 wins cash

For scanning purposes, the PLU code for this game is **509 897 402 6305**

Available in Oct '21.

This game has an end claim date of Monday 31st July 2023 printed on the back of the ticket.



### Cashword Plus

The new look Cashword Plus Game €5 ticket with 3 games to play and a top prize of €50,000!

- New Game Number: 264
- Average 1 in 3.47 wins cash

For scanning purposes, the PLU code for this game is **509 897 402 6404**

Available in Oct '21.

This game has an end claim date of Monday 31st July 2023 printed on the back of the ticket.



## New Look Games

### Diamond Bingo Doubler

The new look Diamond Bingo Doubler Game €3 ticket with 4 games to play and a top prize of €30,000!

- New Game Number: 265
- Average 1 in 3.75 wins cash

For scanning purposes, the PLU code for this game is **509 897 402 6503**

Available in Oct '21.

This game has an end claim date of **Friday 30th June 2023** printed on the back of the ticket.



### Lucky 7's

New look Lucky 7's with 10 games to play and a BONUS LUCKY SPOT, €10 ticket with TOP PRIZE of €7,777

- New Game Number: 274
- Average 1 in 3.00 wins cash

For scanning purposes, the PLU code for this game is **509 897 402 7401**

Available late Oct '21.

This game has an end claim date of **Friday 28th April 2023** printed on the back of the ticket.



## New Look Games

### All Cash Platinum

The new look All Cash Platinum Game €5 ticket with 3 games to play with 12 chances to win and a top prize of €75,000!

- New Game Number: 275
- Average 1 in 3.72 wins cash

For scanning purposes, the PLU code for this game is **509 897 402 7500**

Available in Oct '21. This game has an end claim date of **Monday 31st July 2023** printed on the back of the ticket.



## Game End Table

### Game End Schedule with Prize Claim Dates

No.	Game	Replacement Game		Distribution Ended	End Activation	Remove From Sale	Game End Announcement	Validation End Date	End Returns Date*
		No.	Name						
200	ALL CASH	241	ALL CASH	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
201	ALL CASH GOLD	242	ALL CASH GOLD	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
202	ALL CASH TRIPLER	243	ALL CASH TRIPLER	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
203	ALL CASH PLATINUM	244	ALL CASH PLATINUM	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
204	ALL CASH SPECTACULAR	245	ALL CASH SPECTACULAR	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
241	ALL CASH	267	ALL CASH	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
242	ALL CASH GOLD	256	ALL CASH GOLD	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
243	ALL CASH TRIPLER	257	ALL CASH TRIPLER	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
244	ALL CASH PLATINUM	258	ALL CASH PLATINUM	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
245	ALL CASH SPECTACULAR	259	ALL CASH SPECTACULAR	10/07/2021	07/08/2021	02/10/2021	03/10/2021	31/12/2021	14/01/2022
217	MONEY MULTIPLIER 10X	N/A	N/A	09/08/2021	06/09/2021	01/11/2021	02/11/2021	30/01/2022	13/02/2022

## Fixed End Claim Dates on Scratch Card Games

Last year as part of our ongoing commitment to ensuring the best possible experience for Players & Retailers the National Lottery began printing a predetermined expiry date on the back of each ticket.

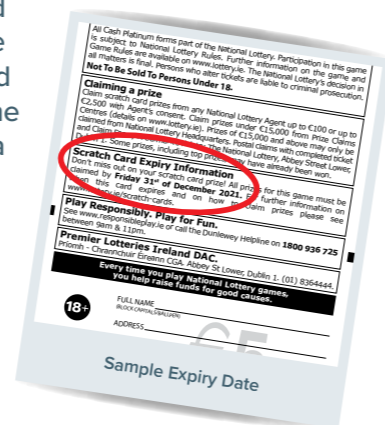
The All Cash family of games was the first game range to have the end claims dates highlighted on the reverse side of the ticket and will be first games to reach that end claim date on 31st December this year.

We are now doing the same with all new game prints runs as they occur with the view to having all games in market with a pre-determined end claim date printed on every ticket.

Remember these dates will continue to be clearly communicated to Retail as part of the Game End Process and published in Star Game News and the Retailer Portal.

This will help ensure the following:

- The final date to claim a prize on any game is clearly communicated to the player, limiting any confusion as to the validity of a ticket.
- Retailers are aware of the expiry date of each game to support better stock management practices.
- Tickets are not offered for sale after the game end date is announced which would impact the Players right to claim a prize.



## All Cash Game End Claim Date Approaching Soon

Please note the following All Cash games are approaching their end claim date. The last date for claims is 31st December 2021.



204 All Cash Spectacular



245 All Cash Spectacular



203 All Cash Platinum



244 All Cash Platinum



202 All Cash Tripler



243 All Cash Tripler



201 All Cash Gold



242 All Cash Gold



241 All Cash



200 All Cash



## Retail Compliance - Key Controls

### Stock Management - Confirmation & Activation

#### Confirming A Delivery

- **Always** confirm delivery of Scratch Card stock on receipt using the Scratch Card menu on the Lottery terminal, checking that the address on the order is proper to your agency.
- **Always** check that the books contained in the order match those detailed on the delivery docket.
- **Do not** activate all stock in the order as you will be charged accordingly – only activate stock as required.



**REMEMBER** All consumables orders placed on the Lottery terminal on any given day will be held on the system until the due date for your automated Scratch Card order. The consumable order will be consolidated with your Scratch Card order and delivered to you as one package. If no Scratch Cards are required for you on your due date the consumable order will be dispatched regardless.

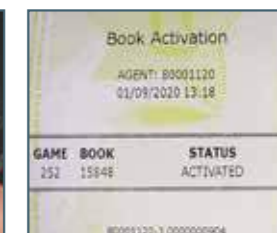
#### Activating Ticket Stock Prior To Sale

- **Always** activate a book of Scratch Cards before placing on sale.
- **Never** place a book of tickets on sale where the end activation date or game end data have passed.
- **Never** place book of tickets on sale where the attempt to activate the book has failed and/or a terminal message is displayed instructing not to do so
- **Always** contact the Retail Helpdesk on 1800 22 44 55 when prompted by the message displayed on screen.

**IMPORTANT** Non-activation of Scratch Card stock prior to sale impacts a players ability to claim a prize and is the single biggest contributor to Retail compliance breaches and subsequent sanctions. Points accumulated from sanctions imposed can lead to suspension or termination of your licence.

#### How to activate a book of Scratch Cards

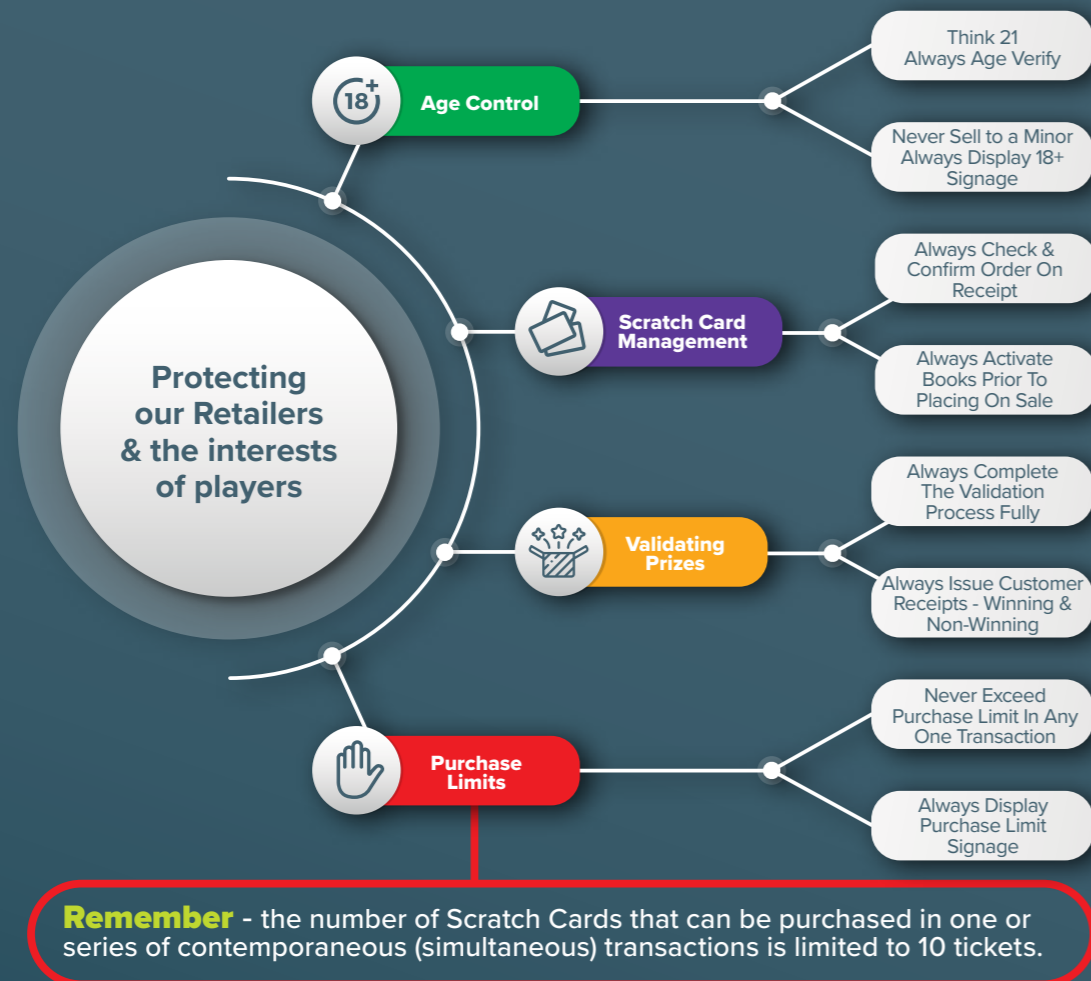
- To activate a book select the 'Scratch Card Menu' tab on the terminal screen and then select the 'Activate Book' option. Scan the barcode from any ticket in the book by simply placing the book on the terminal tray with the exposed back of the ticket facing upwards.
- When the book number is displayed on screen select the 'Activate Book' icon.



#### Local Promotions - Important Note

Please be advised that offering free Lottery product as part of a local in-store promotion is not permitted. Under licence regulations any Retailer looking to run a promotion involving any Lottery product/game must seek the permission of the Lottery Operator in advance.

## Your Quick Reference Guide to Retail Compliance



### Mystery Shopper Programme:

The National Lottery operate a continuous programme of Mystery Shopper campaigns throughout the year to measure compliance with Retailer obligations on the sale & promotion of Lottery products. Campaigns are designed to reinforce the compliance message, educate Retail Owners & Staff and build a culture of awareness of the regulated nature of Lottery games.

### Age Control:

- Think 21 Test Purchase - a retailer must challenge for ID if a customer looks under the age of 21 years. Players must be 18 or over to purchase any Lottery product
- Age Control Notice – the 18 or over notices must be displayed at the point of sale

### Purchase Limits:

- The number of Scratch Cards that can be purchased in one or series of contemporaneous transactions is limited to 10 tickets. There are no exceptions to the rule.

### Ticket Checking & Prize Payment:

- Issuing of Customer Receipts - please remember that it is a requirement to give the customer the prize payment receipt after any prize has been validated for payment.
- If the ticket presented is not a winner, the ticket should always be returned to the player along with the 'NOT A WINNER' receipt which will print automatically.

**Remember failure of a Mystery Shopper campaign is a breach under the Retail Sales Agent Compliance Policy and will result in a sanction – the policy is available to view/download on the Retailer Portal.**

## Purchase Limits

The National Lottery is committed to the promotion of positive play in retail and last year in line with that commitment introduced a limit to the number of Scratch Cards that can be purchased in any one or series of contemporaneous transactions.

The 10-ticket purchase limit was officially launched in Retail in August 2020 and is now a central component of the Lottery's player protection program and has been one of the three key areas of focus in our last two Responsible Play Week initiatives.

The limit serves as an additional control to help address two key areas of concern that could contribute to problem play: limiting the total spend in any one or series of consecutive transactions & enabling a break in the 'session of play'. These limits are mandatory across all retail points of purchase and your obligations as a Retailer in this regard are incorporated into the Retail Sales Agent Compliance Policy. This change was also reflected in an amendment to Retail Agent Authorisation in 2020.

We currently have a suite of Purchase Limits POS in store which is required to be visible at the point of purchase. If you require any additional material, please contact your local Sales Representative who will arrange this for you. All compliance related POS material is currently under review and will be updated as part of the overall retail marketing plan and once agreed stores will be merchandised accordingly.

### What are my obligations as a Retail Agent?

Retailers must not sell more than 10 Scratch Cards in any one transaction or series of contemporaneous transactions.

If a customer seeks to purchase more than 10 Scratch Cards, the Retailer is obliged to advise the player of the 10-ticket limit and not proceed with the sale.

This regulation was introduced in the interest of players with the purchase limit applicable to a single or any series of simultaneous transactions in a store by a single customer without exception.

### Monitoring & Compliance

These Purchase Limit restrictions have been added to the Retail Sales Agent Compliance Policy. Failure to comply with these Purchase Limits will be considered a breach of the Policy and as such attract penalty points and sanction up to and including suspension/termination of the Retailers authorisation.

Non-compliance with Scratch Card purchase limits is a Category 2 breach under the policy, a copy of which can be viewed in the Retailer Portal.

Retailers are advised that compliance with Scratch Card Purchase Limits is tested as part of the National Lottery's ongoing Mystery Shopper programme. It is imperative that the limit on Scratch Card purchases is brought to the attention of all staff dealing with the sales & promotion of Lottery products.

## Responsible Play Point Of Sale Material



In-lane Notice



Vinyl Notices



LCU Topper

## Paying Prizes

### Paying Prizes - Prize Payment Thresholds

All prizes up to and including €100 will validate automatically once presented to the Photon Terminal. Once validated by the central system the terminal will print two prize payment receipts, one for the agent's record and one that must be given to the customer

Prizes from €101 up to and including €2,500 can be validated and paid at the agent's discretion and attract a 1% prize payment bonus.

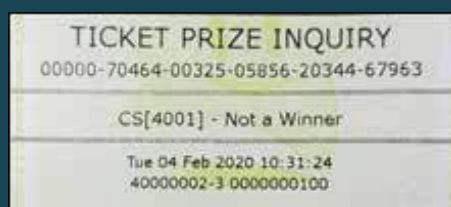
To ensure these prizes are validated correctly and your account is duly credited please follow the instructions on the terminal screen carefully, and only pay out the prize when the terminal has issued the two prize payment receipts.

To validate a prize from €101 up to and including €2,500 you must follow the 3 step validation process below:

1. Place the winning ticket (Scratch Card or Draw Game) on the Photon tray. If the prize exceeds €100 the prize value will display on the screen.
2. If you wish to proceed with the prize payment you must press the 'PAY' icon.
3. You will then receive a further 'prompt' asking if you have sufficient funds to pay the prize. If you still wish to proceed with the prize payment simply press the 'PAY' icon again and the ticket will validate and automatically print the two prize payment receipts.

If you opt not to proceed with the validation just select 'CANCEL PAYMENT'. The terminal will produce 'ticket prize inquiry receipt' which should be returned to the player with the original ticket. The player then has the option for bringing that ticket to another Lottery Agent or a designated Prize Claim Centre for payment.

#### Receipts



#### Terminal



## Paying Prizes

### Previously Validated Messaging - What To Do?

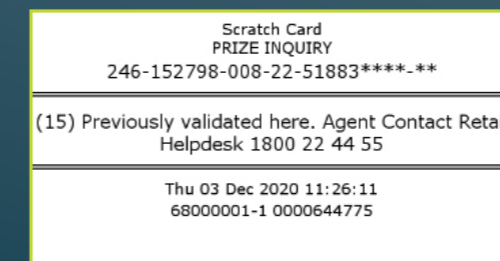
**REMEMBER:** Always follow the instruction on screen when validating any prize and only pay out a prize when the terminal has issued two prize payment receipts, one for the customer and the other for your records.

If the following messages are displayed when attempting to validate a ticket please follow the on-screen instructions and call the Retail Helpdesk on 1800 22 44 55



Previously Validated  
by another agent.

Call the Retail  
Helpdesk for details.



Previously Validated  
here.

Check your Transaction  
history and contact  
the Helpdesk for  
confirmation.



The **Validation History** will allow you check the last validations to confirm if the ticket has been validated on your terminal. If you are satisfied the details match you can proceed with the prize payment. Again if in doubt always contact the Helpdesk for confirmation.

## Cancelling a Draw Game Ticket

#### Cancellation - Rules

- All Draw Based Game tickets can be cancelled with the exception of TellyBingo & Millionaire Raffle.
- Tickets must be cancelled within two hours of generation or 'Draw Break', whichever occurs first.
- Please remember it is best practice to always cancel a ticket where a customer, for whatever reason has decided not to proceed with the sale.
- **Do not offer that ticket for sale to another customer**

Where a ticket cannot be cancelled for whatever reason you must contact the Retail Helpdesk immediately where the incident can be recorded and an adjustment/credit can be initiated. In certain circumstances you may be asked to provide an image of the ticket to be adjusted for record purposes.

**IMPORTANT** Any requests received over two hours after incident or after Draw Break has occurred cannot be accommodated.



To cancel a ticket  
please follow on screen  
instructions.



IT COULD BE YOU

## Winner Awareness

### 2 wins in 1 night!

Sharon Crowley and Manny Lourenco from the Amber Service Station on the Old Cork Road in Limerick were overjoyed to hear that one of their customers had gotten their weekend off to an incredible start after scooping the top prize of €500,000 in the Daily Millions Plus draw on Friday 2nd July. That particular night proved to be a big one for National Lottery players after an online player in Dublin also won €500,000 on the same night in the EuroMillions Plus draw.

### Friday night win in Wexford

Staff members Laura Cody and Kieran Walsh pictured at the Daybreak Store in Wexford Town after it was announced that their shop sold a EuroMillions ticket worth €116,054 after one of their customers matched five numbers and one lucky star in the 23rd July draw.

### Friday the 13th – LUCKY for some!

Ramen Munusami from the Spar store in Woodbine Park, Blackrock, Co. Dublin was celebrating after it was revealed that his store sold a EuroMillions ticket worth over €1,000,000 in the special 'Ireland Only Raffle' in the Friday 13th August draw. The win marked the second draw of the 'Ireland Only Raffle' event which guaranteed to make five brand new millionaires in Ireland over the space of two weeks.

### Grand Finale of the Ireland Only Raffle

Staff at the popular Tesco store in Ardkeen Village in Waterford were delighted to hear that their store sold one of the two winning 'Ireland Only Raffle' tickets worth €1,005,000 in the 20th August draw. The Friday night draw marked the final night of the special 'Ireland Only Raffle' in which two players became Ireland's newest millionaires. The other €1,005,000 ticket was won by an online player in Dublin.

### Monaghan Million

Birdys Newsagents, a local family-run store located in the heart of Carrickmacross, sold the winning top prize ticket worth €1,000,000 in the Lotto Plus 1 draw on Saturday 4th September. Store manager Colm Birdy and shop assistant Trish O'Donoghue were pictured celebrating as the news broke.

### Top prize win for Dublin

Store manager Michael Keenan (right), shop assistant Mary Queenan and Group manager James Rafferty from the Centra Drimnagh shop on the Drimnagh Road in Dublin 12 were delighted to hear that their shop sold the €1,000,000 top prize ticket in the Lotto Plus 1 draw on Saturday 11th September.



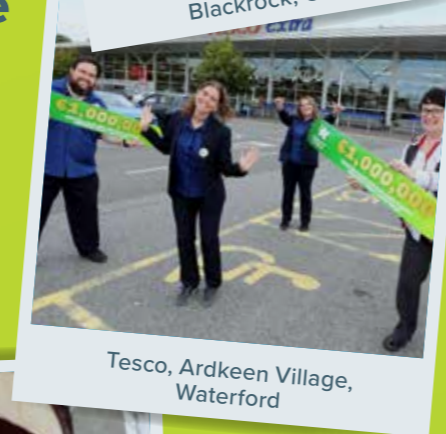
Amber Service Station,  
Old Cork Road, Limerick



Daybreak Store,  
Wexford Town



Spar, Woodbine Park,  
Blackrock, Co. Dublin



Tesco, Ardkeen Village,  
Waterford



Birdys Newsagents,  
Carrickmacross



Centra, Drimnagh,  
Dublin

## Behind-The-Scenes look at our Good Causes TV Ad

Have you seen our latest National Lottery Good Causes TV ad featuring our Good Causes Award winner Lough Ree Lanesborough Angling Hub?

We had an amazing time filming it on Lough Ree with both the service users of the facility and the volunteers who work there. A huge thanks to all who were involved.

#### Service Users:

Dorothy Coyle  
Paul Coyle  
Anne Tobin  
John Tobin  
Sean Carthy  
Samantha Thompson

#### Volunteers:

Alan Broderick (Skipper)  
Liam Finnegan (Crew)  
Adrien Osterlih (Crew)

Here is a look at some of the behind-the-scenes photography as well as a summary of the shoot day

#### 5am – Shoot start-time

Sunrise on Lough Ree, capturing the start of Alan, Liam and Adrien's day taking the boat out from the garage and into the water.

#### 9am - 12pm

Service users Sean Carthy (accompanied by his dog Rocky) and Samantha Thompson wheel on to the boat and take the first trip of the day. Plenty of craic on board with Liam performing some of his favourite songs while steering the boat.

#### 2pm - 4pm

John Tobin and his mother Anne are next to arrive and go for a cruise. John is a joker, and quite the poet. He has been doing poetry with his mother during lockdown, telling stories of all his adventures.

#### 5pm - 7pm

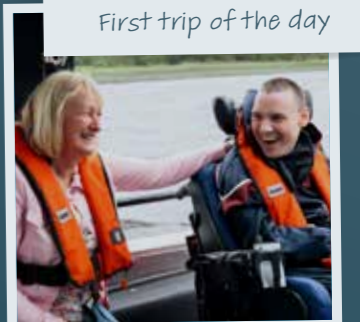
Dorothy Coyle and husband Paul arrive for their time on the boat. Dorothy is an inspirational character, and a leader among the community. She has been advising the Angling Hub on the exciting plans for their new Hub building. After their boat cruise an interview takes place inside to hear more from Dorothy, and record clippings that are used for the TV ad.



5am Start!



First trip of the day



Anne & John Tobin



Dorothy & Paul Coyle

### About Lough Ree Angling

Based in Ballyleague, Co. Roscommon, Lough Ree Lanesborough Angling Hub was established as a not-for-profit, community-based group to promote tourism in the area, primarily fishermen and women keen to enjoy access to the Shannon. This wonderful fishing community sees angling as a recreational sport that is good for your health, well-being and is an inclusive group.

But when the group realised their boats weren't suitable for users with disabilities or special needs, rather than shrug their shoulders they were inspired to change. They believed that being a true community amenity required being accessible to everybody, so they worked with the Irish Wheelchair Association and other disability groups to design a brand new type of boat, in fact the first of its kind in Ireland and Britain.

# Scratch Card Profiles - October

## 20 Game LCU | Profile 1 | Customer View



## Dispenser 6 x 2 | Profile 2 | Customer View



## 12 Game LCU | Profile 2 | Customer View



## Christmas Countdown



Please display Christmas Countdown tickets in the display pouches sent out with initial orders. If you require additional display pouches please contact the Retail Helpdesk at 1800 22 44 55

## 15 Game LCU | Profile 4 | Customer View



## Dispenser 4 x 2 | Profile 8 | Customer View



## 4 Game Facing Unit



## 9 Game LCU | Profile 3 | Customer View



## IMPORTANT!

These planograms represent the customer facing view.

Every planogram has a cassette loading number. Load each Scratch Card to the correct numbered cassette on your Lottery Counter Unit to ensure your customer's view matches your relevant planogram.

18+ Play Responsibly. Play For Fun

The National Lottery reserves the right to change individual Scratch Cards, Draw Games or game promotions without consultation. For details on any specific game please contact your National Lottery Field Sales Representative.

## Scratch Card & Consumables Stock Cards

Game				Week 1		Week 2		Week 3		Week 4		Week 5	
No.		Name	Book Size	In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order
1	267	ALL CASH	200										
2	256	ALL CASH GOLD	80										
3	257	ALL CASH TRIPLER	80										
4	258	ALL CASH PLATINUM	20										
5	259	ALL CASH SPECTACULAR	20										
6	260	ALL CASH EXTRAVAGANZA	10										
7	230	FIND A €500	80										
8	214	MONEY MULTIPLIER 5X	80										
9	240	LUCKY7s	10										
10	227	GOLDEN 4'S SILVER 5'S	20										
11	212	DIAMOND BINGO DOUBLER	50										
12	261	BINGO MULTIPLIER	20										
13	209	CONGRATULATIONS	40										
14	211	CASHWORD PLUS	20										
15	210	CASHWORD DOUBLER	50										
16	248	MONEY MULTIPLIER	20										
17	249	MEGA MONEY MULTIPLIER	10										
18	266	LUCKY 3S	80										
19	272	BINGO 90	40										
20	271	DOUBLE YOUR MONEY	60										
21	265	DIAMOND BINGO DOUBLER (NEW)	50										
22	262	CONGRATULATIONS (NEW)	40										
23	263	CASHWORD DOUBLER (NEW)	50										
24	264	CASHWORD PLUS (NEW)	20										
25	275	ALL CASH PLATINUM (NEW)	20										
26	274	LUCKY 7S (NEW)	10										
27	268	HAMPERS & CASH	60										
28	269	MERRY MONEY	20										
29	270	CHRISTMAS COUNTDOWN	10										

CONSUMABLES		WEEK 1		WEEK 2		WEEK 3		WEEK 4		WEEK 5	
		In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order
1	PAPER ROLLS										
2	LOTTO PLAYSLIPS										
3	EUROMILLIONS PLAYSLIPS										
4	DAILY MILLION PLAYSLIPS										
5	5-4-3-2-1 PLAYSLIPS										
6	RESPONSIBLE PLAY LEAFLETS (BUNDLED IN 25s)										

### REMEMBER

All consumables orders placed on the Lottery terminal on any given day will be held on the system until the due date for your automated Scratch Card order. The consumable order will be consolidated with your Scratch Card order and delivered to you as one package. If no Scratch Cards are required for you on your due date the consumable order will be dispatched regardless.

### Contact Phone Numbers

Retail Help Desk: 1800 22 44 55  
Claims: 1800 66 62 22

Find out more at  
[www.lottery.ie](http://www.lottery.ie)

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