



May 26, 2016

Ms. Kasanda Harrison
6988 U.S. Hwy 521
Salters, S.C. 29590

Re: Pick 3

Dear Ms. Harrison:

Thank you for sending in your ticket and play slip and the opportunity to respond to your concerns. To summarize: On May 16, 2016, you used a play slip intending to make a Pick 3 wager for the midday draw on that date. Instead, you received an "advance play" ticket for the May 21, 2016 midday draw. Had your purchase been recorded for the midday draw on the 16th you would have won \$250. The "advance play" numbers on the ticket for the midday draw on the 21st were not drawn. You also mentioned that you had a past problem with that retailer's scanner and/or sales terminal incorrectly reading the numbers you selected on a play slip.

I asked The South Carolina Education Lottery (SCEL) Security and Investigations Department to review of all the circumstances surrounding your ticket purchase and they examined four areas. First, the service and maintenance history, going back more than a year at this store, does not indicate any problems with the scanner or the sales terminal. Second, while it is impossible to know for sure, on occasion there may be a smudge on the scanner glass or a stray mark on the play slip that causes an error. Additionally, a remnant of the vinyl scratch-off material can also stick to a play slip or the scanner or an eraser mark can cause an error. Third, there is no indication that the ticket was generated due to "computer" malfunction or a problem with our central gaming system. Lastly, once a play slip is read, the terminal does not permit any action by the clerk to alter the selection, eliminating any human error by the retailer.

Unfortunately, from time-to-time, as apparently happened in this case, a misread of the play slip does occur which is precisely why it is a player's **"responsibility to verify that the selections on the ticket are the selections requested on the play slip before you leave the retailer's location."** (Quote from item 5 on the play slip back, emphasis original). Substantively, the same language is included in the Pick 3 Game Rules, a copy of which is enclosed (see Section I.). As I trust you are aware, a player has a twenty-minute period of time during which a Pick 3 ticket may be cancelled and reissued when an error occurs.

I am very sorry that, unlike your prior experience with an incorrect number selection, you did not discover the error before the time expired. I cannot authorize the payment of a claim when the Game Rules state that a ticket is the only valid receipt of the selections and the only valid document for claiming a prize (see Section I., paragraph 6.). However, I have enclosed a check for \$6.47 as I believe it is fair to reimburse you for the cost of mailing the ticket and play slip. I hope you understand that I must follow the Pick 3 Game Rules or it would not be fair to the next player with the same problem.

Please know that I appreciate you bringing this matter to my attention and I thank you for your support of education programs that benefit all South Carolinians. While I know it is not what you requested, as a token of that appreciation, under separate cover, I asked our Sales Team to send you a few promotional items that I hope you will enjoy.

Sincerely,

A handwritten signature in blue ink that reads "Paula Harper Bethea". The signature is fluid and cursive, with the first name "Paula" being the most prominent.

Paula Harper Bethea
Executive Director

Encl.