

REPORTING STOLEN SCRATCHERS TICKETS



1. Call Missouri Lottery at 1-866-665-6883, press 5.
2. Provide the following information to minimize liability:
 - Retailer ID number, business name and address
 - Your name and phone number
 - Game number, pack number and ticket range on all stolen Scratchers® tickets.



3. If no one is available, leave a voicemail message with all details listed in Step 2. Missouri Lottery Security will contact you the next business day to confirm your call and request additional information, if needed.
4. Immediately notify your local law enforcement agency to file a police report. Missouri Code of State Regulations, 12 CSR 40-40.180, requires a retailer to immediately report the theft, loss or damage of any lottery tickets or equipment to the lottery and local law enforcement agency.
5. You are encouraged to file a claim with your insurance company, if applicable.
6. Missouri Lottery Security will investigate each report of stolen Scratchers tickets on a case-by-case basis. Security will work directly with your business throughout the investigation and will notify you when the investigation is complete. Any consideration for credit for stolen tickets will be subject to the investigation. Administrative fees will apply.

PLEASE REPORT IMMEDIATELY TO LIMIT LIABILITY!