



National Lottery
Commission



**Ensuring a
fair Lottery
for the nation**

Safeguarding your Lottery

The National Lottery has become such an important part of our society that it's hard to imagine a time when it didn't exist. Whether it's the excitement of the live Saturday night draw, pictures of winners' celebrations in the newspapers or the thousands of good causes that have received funding, the National Lottery has become as much a part of our society as talking about the weather or going for a curry.

Around 70% of adults in the UK regularly play the Lottery, and in a normal week:

- **£45 million is given away in prizes.**
- **£25 million is given to good causes.**

With such huge sums of money involved, as well as people's hopes and dreams, how can you be sure that the National Lottery is run fairly? How can you be certain that players and good causes get paid? Who keeps it safe for the nation?

We do. The National Lottery Commission is here to protect the National Lottery and those who play it, and to ensure that good causes get as much money as possible. This leaflet explains some of the things we do.

**The National Lottery Commission
is here to protect the National
Lottery and those who play it.**

We make sure that the Lottery is run properly and fairly.

More about us

We make sure that the Lottery is run properly and fairly and that players' interests are protected. After that, we monitor and challenge the operator to deliver as much money as possible for good causes. We also run the competition for the Licence to operate the National Lottery, which is currently held by Camelot Group plc.

There are some forty people who work at the National Lottery Commission and we are experts in Lottery regulation. That means we draw on a number of skills within the team, including experience of licensing, compliance, business analysis, communications, research and policy.

We need all of these skills to make informed and independent decisions, and to play an active role in discussions surrounding the Lottery and related topics.

We are sponsored by the Department for Culture, Media and Sport, and our Chair and Commissioners are appointed by the Secretary of State. However, we make decisions independently and are funded from the National Lottery Distribution Fund.

We will not license a game if we believe it will encourage excessive or underage play.

Keeping the Lottery safe

We award the Licence to run the National Lottery and make independent checks to ensure that the operator, currently Camelot, is running the Lottery as it should be. For example, we:

- Operate an independent computer system that allows us to check that the number of winners and the amount paid in prizes is correct.
- Regularly attend National Lottery Draws to ensure that they are secure. We make sure that the ball sets and draw machines are routinely checked and that scratchcards are securely printed and stored.
- License Lottery games following a thorough assessment. We will not license a game if we believe it will encourage excessive or underage play.
- Undertake checks on everyone who has a key role in the operation of the Lottery. This includes certain members of Camelot's staff, as well as their suppliers and shareholders. It also includes us!
- Investigate any incidents that may constitute a breach of the Licence. If we consider the matter serious, we may impose a financial penalty and even have the power to revoke the Licence in an extreme circumstance.

Protecting your interests

Protecting players is central to all that we do. We insist on the highest standards of player protection from the operator. Some of the most important things we do are:

- Ensure that prizes are paid promptly.
- Make sure that there are controls to protect against excessive and underage play.
- Ensure the anonymity of winners who choose not to go public is protected.
- Approve the rules and procedures for games and make sure these are readily available to players.
- Handle complaints if a player is unhappy with the customer service he or she has received from Camelot.
- Agree performance standards with the operator relating to the service it provides to players.

We insist on the highest standards of player protection from the operator.

We make sure that good causes receive as much money as possible from the National Lottery.

Good causes

As well as keeping the Lottery safe and protecting players, we make sure that good causes receive as much money as possible from the National Lottery. Once Lottery games have met our high standards, we encourage the promotion of those games and support the operator in ways to make the Lottery more accessible and easier to play.

We also check that the correct amount of good cause money has been transferred to the National Lottery Distribution Fund and the Olympic Lottery Distribution Fund, and that these payments are made on time.

We're not responsible for deciding how Lottery money is distributed, or for making grants – that's done by several different distribution bodies.

For information about the distribution bodies and how to apply for National Lottery funding, please visit www.lotteryfunding.org.uk

Stamping out Lottery scams

Scam emails about winning the Lottery are sent by fraudsters to try and obtain money or personal information from you. Sadly, these scams are on the increase. If you or someone you know has received one of these emails, then we'd advise you not to reply to it.

Do not send money or personal information under any circumstances.

All emails sent by the National Lottery come from a national-lottery.co.uk address, so if you have received an email about the Lottery from a different address, it isn't genuine.

It's also worth remembering that if you haven't bought a ticket, then you haven't won. In general, if something sounds too good to be true, then it probably is!

More information about how to spot scam emails is available on our website,
www.natlotcomm.gov.uk

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Want to know more?

We'd love to tell you more about what we do. You can find lots of useful information on our website, www.natlotcomm.gov.uk or you can call us on **020 7016 3422/3431**.

You can also write to us at:

National Lottery Commission
101 Wigmore Street
London, W1U 1QU

publicaffairs@natlotcomm.gov.uk

If you play the National Lottery and have a query or comment about a game, or you're dissatisfied with the service you have received, you should contact Camelot in the first instance:

Post National Lottery
PO Box 1010
Liverpool L70 1NL
Tel National Lottery Line
0845 910 0000
Email help@national-lottery.co.uk

www.natlotcomm.gov.uk

This leaflet is available in
alternative formats.
Please contact **020 7016 3440**

