



## FREQUENTLY ASKED QUESTIONS

### **WHEN WILL THE SITE BE UP AGAIN?**

At this time no timeline has been established. BCLC will provide an update as soon as possible. A solution has been implemented - PlayNow.com will come back online once it has been third-party validated, approved by the Province's Gaming Policy and Enforcement Branch and after we have satisfied the Privacy Commissioner that the issue has been resolved.

BCLC regrets the inconvenience this issue is causing for players.

### **WHY CAN'T I ACCESS MY PLAYNOW.COM ACCOUNT?**

On July 15, 2010 PlayNow.com experienced technical issues that affected the website and players. In order to assess the situation and fix the problem, the decision was made to bring down the site temporarily. Players can access their account information by contacting BCLC Consumer Services at 1-866-815-0222.

### **I WOULD LIKE TO CHECK MY ACCOUNT BALANCE - HOW CAN I DO THIS?**

PlayNow.com players can access their account balance information by contacting BCLC Consumer Services at 1-866-815-0222.

### **HOW CAN I LOAD MORE MONEY INTO MY WALLET?**

At this time we are unable to add additional funds to player accounts. We encourage players to purchase their lottery tickets from a lottery retailer.

### **HOW WOULD I KNOW IF I WAS ONE OF THE PLAYERS IMPACTED BY THIS PRIVACY ISSUE?**

All players directly impacted by the data crossover have been contacted.

### **FOR PEOPLE THAT BOUGHT LOTTERY TICKETS ON, OR PRIOR TO JULY 15, WHAT HAPPENS?**

For all lottery tickets purchased by players on, or prior to July 15, any winnings will be deposited in to their PlayNow.com accounts. Once the site is restored players will have their numbers and transaction history available. More information is available by contacting Consumer Services at 1-866-815-0222 or [consumerservices@bclc.com](mailto:consumerservices@bclc.com).

### **HOW CAN I ACCESS THE MONEY IN MY ACCOUNT?**

If you'd like to cash-out your funds, contact Consumer Services directly at 1-866-815-0222 and a cheque will be mailed to you. Once PlayNow.com is restored, funds can be accessed immediately through electronic funds transfer (EFT).

### **ARE MY MULTI-DRAW TICKETS STILL BEING PURCHASED?**

If you previously signed up for the Multi-draw ticket, lottery tickets will continue to be purchased on your account until funds are depleted. If you opted-in to be notified by



email if you've won, you'll continue to receive email notification of any winnings. Your full account transaction history will be available once the site is restored.

### **I RECEIVED A NOTE TELLING ME I'D WON SOMETHING ON PLAYNOW.COM, HOW MUCH DID I WIN?**

For players who have opted-in to the 'email-me-if-I-won', you will be notified via email if you have won a prize. All winnings will be deposited in to the players' account are available by contacting Consumer Services at 1-866-815-0222 or [consumerservices@bclc.com](mailto:consumerservices@bclc.com).

### **WHY IS BCLC STILL PROCESSING THE AUTOMATIC PAYMENTS I SET UP THROUGH MY BANK?**

For players with PlayNow.com as a recipient for automatic bill payments with their bank and would like to discontinue, must do so by contacting their financial institution directly. A full transaction history will be available to players once the site is restored. Players can find out more about accessing funds in their PlayNow.com account by contacting BCLC Consumer Services 24/7, 1-866-815-0222 or [consumerservices@bclc.com](mailto:consumerservices@bclc.com).

### **HOW ARE PLAYERS NOTIFIED IF THEIR MONEY IS RUNNING OUT?**

If your account balance does not cover the cost of the Multi-draw ticket, you will receive notification from BCLC via email. We encourage players to purchase their lottery tickets from a lottery retailer. In this case we are unable allow access to add additional funds to your player accounts.

### **CAN YOU TELL ME MY NUMBERS BEING PLAYED ON MY LOTTERY TICKETS?**

To ensure integrity of our lottery games, we cannot give out the lottery numbers currently selected on your account. A detailed account transaction history, including your number selections, will be available once the site re-launched. For any additional information contact Consumer Services at 1-866-815-0222 or [consumerservices@bclc.com](mailto:consumerservices@bclc.com).

### **WILL I STILL GET MY PROMOTIONAL OFFERS?**

All promotions on PlayNow.com will be extended once the site is re-launched.

### **WHY DID BCLC NOT BRING BACK THE OLD SITE?**

In order to launch the platform used for the new PlayNow.com, a data migration occurred to which we are not able to reverse.

### **WHO DO I TALK TO ABOUT MORE INFORMATION?**

More information will be posted on the Playnow.com homepage and bclc.com. For specific account inquiries, players can contact Consumer Services at 1-866-815-0222 or [consumerservices@bclc.com](mailto:consumerservices@bclc.com).