

## If Playing Is No Longer Fun

For most people, playing lottery games is fun. There are, however, a small percentage of people who have gambling problems. While lotteries rarely cause problem gambling, NZ Lotteries supports programmes that help protect people most at risk. We also make strenuous efforts to prevent under-age players buying, playing, or redeeming Instant Kiwi tickets.

### Signs To Watch Out For

If you think you, or someone you know, may have a gambling problem, here are some behavioural signs, or potential risks, to look for.

- When gambling becomes the most important and interesting thing in someone's life.
- The amount of time and money spent on gambling is increasing.
- Someone doesn't know when to stop gambling.
- Trying to cut down without success.
- Becoming restless or irritable when trying to cut down.
- Telling lies about gambling spending.
- Stealing or committing other unlawful activities to pay for gambling.
- Doing things that risk a relationship, job, home life or good opportunity for the sake of gambling.
- Relying on others for money to get out of financial trouble caused by gambling.

### Need Help?

If you think you, or someone you know, may have a problem, there is help available through a range of support and counselling services. As a first step, you could:

- Call the Gambling Problem Helpline on 0800 654 655; or
- Contact the Problem Gambling Foundation on 0800 664 262.

## How We Handle Complaints

NZ Lotteries' staff and our retail network are trained to deal with your enquiries and complaints. We follow a strict complaints resolution system to resolve matters as quickly as possible. To make a complaint you can write to us at the address at the bottom of this brochure, call us on 04 802 7000 or email us at [info@nzlotteries.co.nz](mailto:info@nzlotteries.co.nz). If we can't reach agreement, you may elect to take your complaint to our regulator, the Department of Internal Affairs.

## Need More Information?

If you need more information or would like a copy of our Responsible Play Code of Practice, or any more of these brochures, please call NZ Lotteries on 04 802 7000 or visit [www.nzlotteries.co.nz](http://www.nzlotteries.co.nz).



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The information contained in this brochure may be subject to change without notice. This information should be read in conjunction with the Gambling Act 2003 and game rules developed for each of the lottery games offered by the New Zealand Lotteries Commission (NZ Lotteries) and approved by our regulator, the Department of Internal Affairs (DIA). Whilst NZ Lotteries has taken care to ensure the accuracy of the information contained in this brochure as at the effective date, NZ Lotteries does not warrant that the information is correct.



# Have Fun & Play Responsibly





## About NZ Lotteries

NZ Lotteries has been operating lotteries responsibly and with integrity since our inception in 1987, and is committed to responsible play practices. One of our statutory obligations under the Gambling Act 2003 is to maximise profits subject to ensuring that any risks of problem gambling and under-age gambling are minimised.

All of our profits are returned to the community via the Lottery Grants Board. Since 1987, NZ Lotteries has raised more than \$2.3 billion for New Zealand communities.

## Our Commitment

Responsible Play is all about being informed, having fun and knowing your limits.

NZ Lotteries and our retail network support and encourage the responsible play of our lottery games. We're committed to operating according to our Responsible Play Code of Practice and to keeping our lottery games fun and entertaining.

## Our Games

NZ Lotteries operates games including Lotto, Lotto Strike, Lotto Powerball, Keno, Big Wednesday and an extensive range of Instant Kiwi scratch games.

Information on how to play these games is available through our national network of retail outlets and at our website: [www.nzlotteries.co.nz](http://www.nzlotteries.co.nz).

## Who Can Play?

All of NZ Lotteries' games, except Instant Kiwi scratch tickets, can be played by people of any age.

Instant Kiwi scratch games are age restricted and can only be sold to those aged 18 years and older. It is also against the law for customers to buy Instant Kiwi tickets for anyone aged under 18. Retailers cannot pay Instant Kiwi prizes to customers aged under 18. Such winnings will be returned to NZ Lotteries' prize reserve fund.

## The Odds

NZ Lotteries' games are based on a large number of people paying a small amount of money to be eligible to win a small number of large prizes. Just as prizes differ from game to game, the odds of winning prizes also vary across NZ Lotteries' games. With Lotto, Lotto Strike, Lotto Powerball and Big Wednesday, the odds can vary according to the number of lines played on an entry. Our game odds are therefore presented per line played.

The odds of winning a prize refer to the odds of winning at least one prize on the entry across the available prize divisions.

### Lotto

Prize tier	Per line played	Chances of winning per Lucky Dip / Power Dip
Division One	1 in 3,838,380	1 in 383,838
Division Two	1 in 639,730	1 in 63,973
Division Three	1 in 19,386	1 in 1,938
Division Four	1 in 7,754	1 in 775
Division Five	1 in 485	1 in 48
Division Six	1 in 363	1 in 36
Special Prize	1 in total number of tickets issued for each draw	
Overall	1 in 200	1 in 20

### Lotto Powerball

Prize tier	Per line played	Chances of winning per Power Dip
Division One	1 in 38,383,800	1 in 3,838,380
Division Two	1 in 6,397,300	1 in 639,730
Division Three	1 in 193,858	1 in 19,386
Division Four	1 in 7,754	1 in 775
Division Five	1 in 485	1 in 48
Division Six	1 in 363	1 in 36
Overall	1 in 2,001	1 in 200

### Lotto Strike

Prize tier	Chances of winning per line played
Strike 4	1 in 2,193,360
Strike 3	1 in 15,232
Strike 2	1 in 274
Strike 1	1 in 10.8
Overall	1 in 10.4

## Big Wednesday

Prize tier	Per line played	Chances of winning per Lucky Dip
Division One	1 in 16,290,120	1 in 2,715,020
Division Two	1 in 16,290,120	1 in 2,715,020
Division Three	1 in 34,808	1 in 5,801
Division Four	1 in 733	1 in 122
Division Five	1 in 45	1 in 7.5
Special Prize	1 in total number of tickets issued for each draw	
Overall	1 in 42	1 in 7

## Keno

Numbers chosen	Odds of winning*
1	1 in 4.0
2	1 in 16.6
3	1 in 6.6
4	1 in 21.6
5	1 in 10.3
6	1 in 6.2
7	1 in 16.2
8	1 in 9.8
9	1 in 6.5
10	1 in 9.0

\* Odds of winning a prize in each group – each group has multiple prize tiers and there are individual odds for each tier which may differ to the overall odds for the group. Please see our website [www.nzlotteries.co.nz](http://www.nzlotteries.co.nz) for full odds information.

## Instant Kiwi Prizes

While, on average, the odds of winning a prize on Instant Kiwi games are better than 1 in 5, this doesn't mean that if five tickets are purchased one has to be a winner. These are overall odds based on the total number of tickets available for sale in a game, not on an individual purchase. The prizes on tickets are randomly determined.



**You must be 18 or over to play or claim an Instant Kiwi prize**