

**SCROLL DOWN TO SEE FAQs FOR HOME LOTTERY, 50/50 ADD-ON, 100 DAYS OF WINNING CASH CALENDAR & MEMBERSHIP PROGRAM.**



Princess Margaret  
Cancer Centre

**HOME  
LOTTERY™**

## **FREQUENTLY ASKED QUESTIONS & ANSWERS FALL 2018**

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### **HOW OLD DO YOU HAVE TO BE TO ORDER A TICKET?**

Participants must be at least 18 years of age. Tickets cannot be ordered in the name of a minor.

### **HOW MANY HOME LOTTERY TICKETS ARE AVAILABLE?**

There are only 440,000 Home Lottery tickets available.

### **DO I HAVE TO ORDER A HOME LOTTERY TICKET IN ORDER TO PLAY THE 50/50 ADD-ON?**

Yes, per licensing body (AGCO) rules, participation in the 50/50 Add-On is contingent upon a verified Home Lottery ticket order. [See separate Frequently Asked Questions & Answers for more information about the 50/50 Add-On].

### **WHAT ARE GUIDELINES REGARDING NUMBER OF NAMES ON A HOME LOTTERY TICKET AND PAYMENT TERMS?**

All tickets in a 3-pack or 5-pack must contain the same information. Up to three names can appear on a Home Lottery ticket. Only one form of payment may be used per purchase. Ticket numbers will be issued in sequential order.

### **DO I HAVE TO ORDER A HOME LOTTERY TICKET IN ORDER TO PLAY THE CASH CALENDAR?**

No, there is no requirement that you order a Home Lottery ticket to play the Cash Calendar.

### **I DIDN'T ORDER CASH CALENDAR TICKETS WHEN I ORDERED MY HOME LOTTERY TICKETS. CAN I STILL PARTICIPATE IN THE CASH CALENDAR?**

Yes, you can place your Cash Calendar ticket order at any time prior to the ticket deadline of December 20, 2018.

### **CAN SOMEONE WHO LIVES OUTSIDE ONTARIO OR OVERSEAS BUY A TICKET?**

The lottery is intended for Ontario residents. Ticket buyers must be in Ontario at the time of order and provide an Ontario mailing address.

### **WHO IS *NOT* ELIGIBLE TO ORDER A TICKET?**

The following individuals and all of their immediate family members residing in the same household are prohibited from ordering a ticket: Board members and employees of The Princess Margaret Cancer Foundation, members of the UHN Board of Trustees and Executive Team, Princess Margaret Cancer Centre Executive Team; partners and employees of Deloitte LLP and its affiliates; employees of Maple Leaf Sports & Entertainment Ltd., the NHL, NHL Enterprises Canada LP, the NBA, NBA Properties Inc., NBA Media Ventures LLC; and members of licensed gaming suppliers providing services to this program.

### **WHAT ARE MY CHANCES OF WINNING A PRIZE?**

There are 18,012 prizes and only 440,000 tickets available. 1 chance in 440,000 tickets x 18,012 draws equates to approx. 1 chance in 25 to win a prize.

### **I HAVEN'T RECEIVED MY OFFICIAL TICKET / IT CONTAINS A SPELLING/ADDRESS ERROR**

Please allow up to 10 business days for your ticket to be processed. Ticket purchasers who have not received their OFFICIAL TICKET after this time or who wish to report a misspelled name or address on an OFFICIAL TICKET should call **1-800-542-8813** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

### **WHAT WOULD HAPPEN IF A "BAD" PAYMENT WAS MADE FOR A TICKET (e.g. CHEQUE NSF)?**

One week is allowed between the ticket sales cutoff and the start of the draws. This time period allows for all forms of payment to be verified and processed. Only tickets that have been paid for and/or have been verified as paid for are

eligible to be entered for the respective draw(s). If for any reason a payment is returned, the ticket will be deemed invalid if payment cannot be verified prior to the start of the draws.

#### **HOW LONG DOES IT TAKE TO RECEIVE MY TICKETS?**

**Mailed Tickets:** Upon receipt and/or authorization of payment, you should receive your ticket(s) via Canada Post in 7-10 business days.

**Emailed Tickets:** Upon receipt and/or authorization of payment, you should receive your ticket(s) via email in 3 - 4 business days.

If you have not received your ticket(s) within these timeframes, please contact Customer Service at **1-800-842-8813** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

#### **I HAVE DELETED THE EMAIL WITH MY LOTTERY TICKET, AM I STILL ELIGIBLE FOR THE DRAWS?**

Yes. You do not need your ticket in hand to be included in the draws. For ticket-related inquiries please contact Customer Service at **1-800-842-8813** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

#### **I DON'T HAVE AN EMAIL ADDRESS; HOW DO I GET A COPY OF MY TICKET?**

If you require a paper copy of your official ticket receipt to be mailed to you, please contact Customer Service at **1-800-842-8813** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

If you have an email address, you will receive your ticket via email.

#### **I'M NOT ABLE TO OPEN MY ELECTRONIC TICKETS. WHAT DO I DO?**

If you are not able to open your email to retrieve your ticket number contact Customer Service at **1-800-842-8813** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

#### **I PLACED MY ORDER ONLINE YESTERDAY. WHEN DO I RECEIVE MY ELECTRONIC TICKET?**

Please allow 3 to 4 business days for receipt of a ticket by email. If you have not received your ticket, please check your JUNK/SPAM or contact Customer Service at **1-800-842-8813** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

#### **THE PHONES ARE ALWAYS BUSY - WHAT IS GOING ON?**

Due to the tremendous response to the program the lines are full. Please keep trying or visit one of the lottery kiosks at the Princess Margaret Cancer Centre, Toronto General or Toronto Western Hospitals or one of the many outlets listed on the back of the brochure OR place your ticket order online by visiting our website at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com)

#### **WHAT IS THE LOYALTY PRIZE?**

The Loyalty Prize comprises: ten (10) Prize Vacations to Las Vegas for two Adults (value \$5,000). Order your tickets by Midnight, August 31 to be eligible. The Loyalty Draws will take place on September 12, 2018.

#### **WHAT IS THE VIP PRIZE?**

The VIP Prize comprises: one (1) prize consisting of: (i) one (1) pair of 2018/19 Toronto Maple Leafs season seats (including playoffs\*) located in the "Red" arena seating area; (ii) one (1) pair of 2018/19 Toronto Raptors season seats (including playoffs\*) located in the "Side Prime" arena seating area\*; (iii) one (1) pair of 2019 Toronto FC season tickets including playoffs\* located in the "North East Field Side" seating area (including BMO Club fees which provides club access and all-inclusive food and non-alcoholic beverages within the club area).; and (iv) \$25,000 Cash. Estimated retail value of Maple Leafs and Raptors tickets (including playoffs) based on 2018-19 pricing is \$84,512.00. Estimated retail value of Toronto FC tickets (including playoffs and club access) based on 2018 pricing is \$8,226. **Total VIP Prize package value: \$117,738.** Order your tickets by Midnight, September 21 to be eligible. The VIP Draw will take place on October 3, 2018.

#### **WHAT IS THE BONUS PRIZE?**

The Bonus Prize comprises: one (1) prize - Bisha Hotel & Residences, Unit #3603, 88 Blue Jays Way, Toronto, fully furnished (value \$788,620); a 2019 Porsche Boxster S PDK (value \$111,476.60); \$100,000 Cash. **Total Bonus Prize Value: \$1,000,096.60.** Order your tickets by Midnight October 12 to be eligible. The Bonus Draw will take place on October 23, 2018.

**WHERE ARE THE PRIZE HOMES AND WHEN ARE THEY OPEN?** The prize homes are located in Oakville, Toronto, Muskoka and The Kawarthas. **The showhome in Oakville is open for viewing beginning Friday, August 31.** Refer to the brochure for map and viewing hours.

**The condos and cottage prizes are not open for viewing.**

#### **WHEN DOES THE SHOWHOME OPEN AND CLOSE?**

The Oakville showhome opens for viewing 7 days a week starting Friday, August 31. The showhome will close for viewing following a sellout being declared or by the Final Ticket Sales Deadline (Nov 30). **Please visit the lottery website [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) for days, viewing hours, map and other info.**

### **WHY ARE SOME OF THE PRIZE PROPERTIES NOT OPEN FOR VIEWING?**

The Princess Margaret Cancer Foundation carefully weighs the impact on a neighbourhood and community of opening any prize property to the public and as a result not all homes are open for viewing in person. Please visit [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) and take a virtual tour and enjoy the photo albums and videos showcasing these spectacular prizes.

### **ARE THE PRIZES DONATED?**

No. All prizes are purchased by the Foundation using the tender process.

### **IS MY TICKET PURCHASE TAX DEDUCTIBLE?**

No. Prizes won are not taxable. Therefore, a ticket purchase cannot be used as a tax deduction.

### **DO I HAVE TO PAY TAX ON ANY WINNINGS?**

Lottery winnings are considered a windfall and not taxable in Canada.

### **IF I WIN A HOME DO I HAVE TO LIVE IN IT OR CAN I SELL IT?**

Once a home is awarded to the winner they do not have to live in it. Any prize won can be sold if the winner wishes to do so. The title for a home may be registered in anyone's name.

### **IS THERE CAPITAL GAINS TAX ON A PROPERTY IF I SELL IT?**

Winning real estate is considered a lottery prize, not a capital gain. Lottery winnings are not taxable in Canada. We recommend that you contact a tax or legal professional with specific questions.

### **DO I HAVE TO TAKE MY PRIZE OR CAN I JUST TAKE THE CASH?**

Prizes must be accepted as awarded, except where indicated in the brochure that there are cash alternatives. **Cash alternatives exist for the following prizes: All vacations and vehicles.** Please refer to your lottery brochure or [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) for details.

### **IF I WIN BUT I CAN'T TRAVEL, CAN I GET THE CASH?**

All vacation prizes will be awarded as cheques and do not have to be used towards travel.

### **HOW LONG DO I HAVE TO CLAIM MY PRIZE?**

We ask that all winners claim their prizes within six (6) weeks if possible.

### **WHAT HAPPENS IF I CANNOT PICK UP MY PRIZE IN PERSON?**

Arrangements may be made to have a prize shipped to you "freight collect", or if someone other than the winner will be claiming the prize on the winner's behalf, the winner must provide written and signed authorization along with the original prize-winning letter.

### **HOW ARE WINNERS NOTIFIED?**

All winners will be notified in writing as to what they have won and where to claim their prizes. A searchable list of all prize winners will be posted online at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) on December 6 or December 20 pending sell out of the lottery. A printed list of winners is available upon request. Call 1-800-542-8813.

### **I HAVE MISPLACED MY HOME LOTTERY TICKET. AM I STILL ELIGIBLE FOR THE DRAWS?**

Yes. The official Lottery ticket is a Receipt of Purchase, but you do not need it in hand to be entered for the prize draws. All ticket numbers sold are represented in the draw drum by a token with the corresponding ticket number that matches information on the ticketholder in the database. To request a reprint of your ticket, please call **1-800-542-8813** or email [pmhlotterycs@deloitte.ca](mailto:pmhlotterycs@deloitte.ca).

### **WILL DRAWS BE TELEVISED ON CP24?**

Yes. Draws for the top valued prizes will be televised on CP24 on the applicable draw date, depending on the sellout date of the lottery. Please refer to your lottery brochure for detailed information.

### **IF I WIN, IS MY TICKET STILL IN FOR THE OTHER DRAWS?**

Yes, each ticket purchased is entered for each and every draw. Refer to your brochure or the lottery website for more information regarding ticket sales deadline and eligibility for prize draws.

**WHAT IS YOUR PRIVACY POLICY?**

The Princess Margaret Cancer Foundation is committed to protecting your privacy. Personal information collected will be used to fulfill ticket orders, provide information on our future lotteries, contact prize winners, and publicize the names of prize winners. The Foundation does not trade, rent or sell any personal information to third parties. If you wish to be removed from our contact list, please call **1-866-631-1234** or email **pmhlottery@deloitte.ca**. Visit [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) for our full privacy statement and a complete set of rules. Prize winners consent to the use of their name and photograph by the licensee for publicity purposes.

**HOW WILL PROCEEDS FROM THE PRINCESS MARGARET CANCER CENTRE HOME LOTTERY BE USED?**

Proceeds will help support discoveries and new treatments for all Canadians at Princess Margaret Cancer Centre, one of the top 5 cancer research centres in the world. See your lottery brochure or visit the proceeds page of this website for more information.

**DOES THE CANADIAN ANTI-SPAM LEGISLATION AFFECT YOUR LOTTERIES?**

Charity lotteries are exempt from this legislation.

**HOW CAN I UNSUBSCRIBE FROM YOUR EMAIL LIST?**

You have the option to unsubscribe at any time by calling **1-866-631-1234** or email **pmhlottery@deloitte.ca**.

**WHAT IS THE LICENCE # OF THE PRINCESS MARGARET CANCER CENTRE HOME LOTTERY?**

The Lottery Licence # is 9894.



## FREQUENTLY ASKED QUESTIONS & ANSWERS FALL 2018

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### **WHAT IS THE PRINCESS MARGARET 50/50 ADD-ON?**

The Princess Margaret Cancer Foundation presents another exciting way to WIN BIG! Choose to “Add-On” when you place your Home Lottery order for a chance to win a BIG cash prize.

### **WHAT IS THE 50/50 ADD-ON PRIZE?**

The 50/50 Add-On comprises one (1) prize. The winner will be awarded half the 50/50 jackpot. A guaranteed \$1 Million minimum prize payout will be paid to the 50/50 Add-On winner. The last jackpot exceeded \$3.7 Million.

### **HOW DO I GET UPDATES ON THE SIZE OF THE 50/50 ADD-ON PRIZE?**

As the 50/50 Add-On jackpot grows, this will be advertised. Watch the jackpot grow at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com)

### **WHAT ARE THE TICKET PRICES FOR THE 50/50 ADD-ON?**

50/50 Add-On tickets are: 1 for \$10, 5-Pack for \$25 or 15-Pack for \$50.

### **CAN I PLAY THE 50/50 ADD-ON, WITHOUT ORDERING A PRINCESS MARGARET CANCER CENTRE HOME LOTTERY TICKET?**

No. Per licensing body (AGCO) rules, a 50/50 Add-On order can only be placed in conjunction with a Home Lottery ticket order.

### **HOW DO I PARTICIPATE IN THE 50/50 ADD-ON?**

50/50 Add-on tickets must be ordered in conjunction with and at the same time as your Home Lottery ticket and will be assigned to the same ticket holder.

There are four easy ways to order. ONLINE: Visit [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) or PHONE: 24 Hours, 7 days a week: 416-650-7888 or 1-866-631-1234, MAIL: complete the order form from the website or in your Home Lottery brochure and send with cheque, money order or VISA, MasterCard or American Express number to: Princess Margaret Home Lottery, Box 4396, Station A, Toronto, M5W 3T3 or IN PERSON visit one of our authorized ticket agents listed on the back of your Home Lottery brochure.

### **HOW MANY 50/50 ADD ON TICKET NUMBERS ARE AVAILABLE?**

There will be no restriction on the number of 50/50 Add-On tickets offered for sale. Ticket numbers will be issued in sequential order beginning at 5,000,001. 50/50 Add-On ticket numbers will be listed on your Home Lottery Official Ticket receipt.

### **HOW MANY TICKETS WILL I RECEIVE IF I ORDER A 5-PACK OR 15-PACK?**

For each 50/50 Add-On order placed in conjunction with your Home Lottery, one official ticket receipt will be issued. The ticket will list all ticket numbers assigned for Home Lottery and the 50/50 Add-On draw.

### **CAN I GIVE THE 50/50 ADD-ON TICKET AS A GIFT?**

Per licensing body (AGCO) rules, 50/50 Add-On tickets must be assigned to the same ticketholder as the Home Lottery ticket. To order Home Lottery and 50/50 Add-On as a gift, simply advise us at the time or order who you would like to give the ticket to and provide the address of the giftee. \*Giftee must be 18 years of age or older.

### **WHAT ARE THE GUIDELINES REGARDING NUMBER OF NAMES ON A TICKET AND PAYMENT TERMS?**

50/50 Add-On tickets will be assigned to the same ticketholder as the Home Lottery ticket. Up to THREE names can appear on a Home Lottery ticket. Only one form of payment may be used per order.

### **IS MY TICKET PURCHASE TAX DEDUCTIBLE?**

No. Prizes won are not taxable. Therefore, a ticket purchase cannot be used as a tax deduction.

## **DO I HAVE TO PAY TAX ON ANY WINNING?**

Lottery winnings are considered a windfall and not taxable in Canada.

## **HOW DO I FIND OUT IF I WON THE 50/50 PRIZE?**

The 50/50 Add-On prize winner will be announced live on CP24 on the applicable Home Lottery draw date: November 29 (if all tickets are sold early) or December 12, 2018. All Princess Margaret winners are notified in writing as to what they have won and how to claim their prize. The winner of the 50/50 Add-On will be posted online at PrincessMargaretLotto.com on either December 6 or December 20, 2018.

## **HOW LONG DO I HAVE TO CLAIM MY PRIZE?**

We ask that all winners claim their prizes within six (6) weeks if possible. Prizes must be claimed within six (6) months of the draw date.

## **CAN SOMEONE WHO LIVES OUTSIDE ONTARIO OR OVERSEAS ORDER A TICKET?**

The Home Lottery and 50/50 Add-On are intended for Ontario residents. Ticket buyers must be in Ontario at the time of order and provide an Ontario mailing address. This is a requirement of the licensing body (AGCO).

## **HOW OLD DO YOU HAVE TO BE TO ORDER A TICKET?**

Participants must be at least 18 years of age. Tickets cannot be ordered in the name of a minor.

## **WHAT ARE THE CHANCES OF WINNING THE 50/50 ADD-ON PRIZE?**

The chances of winning the 50/50 Add-On prize is dependent upon the number of 50/50 Add-On ticket numbers sold.

## **THE PHONES ARE ALWAYS BUSY - WHAT IS GOING ON?**

Due to the tremendous response to the program the lines are full. Please keep trying or visit one of the lottery kiosks at Princess Margaret Cancer Centre, Toronto General or Toronto Western Hospitals or one of the many outlets listed on the back of the brochure OR place your ticket order online by visiting our website at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com)

## **I HAVEN'T RECEIVED MY OFFICIAL TICKET / IT CONTAINS A SPELLING/ADDRESS ERROR**

Please allow up to 10 business days for your ticket to be processed. Ticket purchasers who have not received their OFFICIAL TICKET after this time or who wish to report a misspelled name or address on an OFFICIAL TICKET should call 1-800-542-8813 or email [pmlottery@deloitte.ca](mailto:pmlottery@deloitte.ca).

## **WHAT WOULD HAPPEN IF A "BAD" PAYMENT WAS MADE FOR A TICKET (e.g. CHEQUE NSF)?**

One week is allowed between the ticket sales cutoff and the start of the draws. This time period allows for all forms of payment to be verified and processed. Only tickets that have been paid for and/or have been verified as paid for are eligible to be entered for the respective draw(s). If for any reason a payment is returned, the ticket will be deemed invalid if payment cannot be verified prior to the start of the draws.

## **WHO IS NOT ELIGIBLE TO ORDER A 50/50 ADD-ON TICKET?**

The following individuals and all of their immediate family members residing in the same household are prohibited from ordering a ticket: Board members and employees of The Princess Margaret Cancer Foundation, members of the UHN Board of Trustees and Executive Team, Princess Margaret Cancer Centre Executive Team; partners and employees of Deloitte LLP and its affiliates; employees of Maple Leaf Sports & Entertainment Ltd., the NHL, NHL Enterprises Canada LP, the NBA, NBA Properties Inc., NBA Media Ventures LLC; and members of licensed gaming suppliers providing services to this program.

## **WHEN IS THE TICKET SALES DEADLINE FOR THE 50/50 ADD-ON?**

The ticket sales deadline for the 50/50 Add-On will coincide with the Home Lottery ticket deadline. When all tickets have been sold for the Home Lottery or by the final ticket deadline for Home Lottery (Midnight, November 30) - whichever comes first, 50/50 Add-On ticket orders will conclude simultaneously.

## **WHEN IS THE 50/50 ADD-ON DRAW?**

If all Home Lottery tickets are sold by the Early Bird deadline of Midnight, November 16, the 50/50 Add-On draw will take place November 27 at approx. 8:00a at the offices of Deloitte LLP. The winner will be announced live on CP24 on November 29, 2018. If Home Lottery tickets remain after the Early Bird deadline, the 50/50 Add-On draw will take place on December 11 at approx. 8:00a at the offices of Deloitte LLP. The winner will be announced live on CP24 on December 12, 2018.

**HOW WILL THE 50/50 ADD-ON DRAW BE MADE?**

Ticket issuance and draw control services are provided by Deloitte LLP. The records of Deloitte LLP shall be deemed correct and final. A certified Random Number Generator (RNG) will be used to conduct the 50/50 Draw. For more information about the draw process, please call 1-800-542-8813.

**WILL THE 50/50 ADD-ON DRAW BE TELEVISED ON CP24?**

No, the 50/50 Add-On draw will not be televised live, but the winner will be announced LIVE on CP24 on the applicable Home Lottery draw date (either November 29 or December 12).

**I HAVE MISPLACED MY HOME LOTTERY TICKET. AM I STILL ELIGIBLE FOR THE 50/50 ADD-ON DRAW?**

Yes. The official Home Lottery ticket is a Receipt of Purchase, but you do not need it in hand to be entered for the Home Lottery and 50/50 Add-On prize draws. To request a reprint of your ticket, please call 1-800-542-8813 or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca)

**HOW WILL PROCEEDS BE USED FROM THE PRINCESS MARGARET 50/50 ADD-ON?**

Proceeds will help support discoveries and new treatments for all Canadians at Princess Margaret Cancer Centre, one of the top 5 cancer research centres in the world. See your lottery brochure or visit the proceeds page of this website for more information.

**CAN I CANCEL MY 50/50 ADD-ON TICKET AND GET A REFUND?**

Ticket orders must be cancelled prior to commencement of the draws and will be refunded for the amount that was paid for the ticket. Once draws have begun, no refunds are permitted.

If a ticket order for the Home Lottery is cancelled, all 50/50 Add-On tickets ordered with that ticket will also be cancelled.

**WHAT IS YOUR PRIVACY POLICY?**

The Princess Margaret Cancer Foundation is committed to protecting your privacy. Personal information collected will be used to administer and evaluate the lottery, including fulfilling lottery ticket orders and contacting and publicizing the name and municipality of residence of prize winners. We may also use your personal information to connect with you to keep you informed about the impact of your support, share other activities of The Princess Margaret Cancer Foundation and ask for your support of our mission. The Foundation does not trade, rent or sell any personal information to third parties. If you wish to be removed from our contact list, please call **1-866-631-1234** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca). For more information on our privacy practices, visit [princessmargaretlotto.com](http://princessmargaretlotto.com) or contact us at 1-800-542-8813 or [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

**DOES THE CANADIAN ANTI-SPAM LEGISLATION AFFECT YOUR LOTTERIES?**

Charity lotteries are exempt from this legislation.

**HOW CAN I UNSUBSCRIBE FROM YOUR EMAIL LIST?**

You have the option to unsubscribe at any time by calling **1-866-631-1234** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

**WHAT IS THE LICENSE # OF THE 50/50 ADD-ON?**

The lottery licence # is: 50/50 Add-On #: 9896





## FREQUENTLY ASKED QUESTIONS & ANSWERS FALL 2018

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### **WHAT IS THE PRINCESS MARGARET CANCER CENTRE 100 DAYS OF WINNING! CASH CALENDAR?**

The Princess Margaret Cancer Foundation presents another way to win – 100 Days of Winning!

### **WHAT ARE THE PRIZES IN THE PRINCESS MARGARET CANCER CENTRE 100 DAYS OF WINNING! CASH CALENDAR?**

There are 300 cash prizes (“prizes”) to be awarded with a total prize value of \$1,650,000. There are two hundred (200) Daily Bonus Cash Prizes of \$1,000, eighty-five (85) Cash Prizes of \$10,000 and fifteen (15) Friday Cash Prizes of \$40,000.

### **WHAT ARE THE TICKET PRICES FOR THE CASH CALENDAR?**

Prices are: 1 for \$25, 3-pack for \$50 or 6-pack for \$75.

### **HOW MANY CALENDARS WILL I RECEIVE IF I ORDER A 3-PACK OR 6-PACK?**

For each Calendar order placed, one official Calendar ticket will be issued. The Calendar will list 1, 3 or 6 Calendar ticket numbers.

### **IS THE CALENDAR A 12 MONTH CALENDAR?**

No.

### **CAN I GIVE THE PRINCESS MARGARET CANCER CENTRE 100 DAYS OF WINNING! CASH CALENDAR AS A GIFT?**

Yes. The Cash Calendar ticket can be gifted. To order as a gift, simply advise us at the time of order, who you would like to give the ticket to and provide the address of the giftee. \*Giftee must be 18 years of age or older.

### **WHAT ARE GUIDELINES REGARDING NUMBER OF NAMES ON A CALENDAR TICKET AND PAYMENT TERMS?**

All tickets in a 3-pack or 6-pack must contain the same information. Up to three names can appear on one Calendar ticket. Only one form of payment may be used per purchase. Ticket numbers will be issued in sequential order and begin at 8 000 001.

### **HOW DO I PARTICIPATE IN THE CALENDAR?**

There are four easy ways to order your Princess Margaret Cancer Centre 100 Days of Winning Cash Calendar. **ONLINE:** Visit PrincessMargaretLotto.com or **PHONE:** 24 hours a day, 7 days a week: 416-650-7888 or 1-866-631-1234, **MAIL:** complete the order form from the website or in your Home Lottery brochure and send with cheque, money order, VISA, Mastercard or AMEX number to Princess Margaret Lotteries, Box 4396, Station A, Toronto, M5W 3T3 or **IN PERSON** visit one of our authorized ticket agents listed on the back cover of the Princess Margaret Home Lottery brochure.

### **HOW MANY CASH CALENDAR TICKET NUMBERS ARE AVAILABLE?**

There are 330,000 Calendar ticket numbers available.

### **IS MY TICKET PURCHASE TAX DEDUCTIBLE?**

No. Prizes won are not taxable. Therefore, a ticket purchase cannot be used as a tax deduction.

### **DO I HAVE TO PAY TAX ON ANY WINNING?**

Lottery winnings are considered a windfall and not taxable in Canada.

### **HOW DO I FIND OUT IF I AM A WINNER IN THE PRINCESS MARGARET CANCER CENTRE 100 DAYS OF WINNING! CASH CALENDAR?**

All prize winners will be notified in writing within two (2) weeks of the day for which their winning ticket was selected. Winning results for the Daily Bonus Cash Prizes, Cash Prizes and Friday Cash Prizes will be posted on the website at PrincessMargaretLotto.com every day from January 10, to April 19, 2019. A printed list of winners is available upon request after April 19, 2019. Call 1-800-542-8813 or email [pnhlotterycs@deloitte.ca](mailto:pnhlotterycs@deloitte.ca)



**HOW LONG DO I HAVE TO CLAIM MY PRIZE?**

We ask that all winners claim their prizes within six (6) weeks if possible. Prizes must be claimed within six (6) months of the final draw date (April 19, 2019).

**CAN SOMEONE WHO LIVES OUTSIDE ONTARIO OR OVERSEAS BUY A TICKET?**

The Cash Calendar is intended for Ontario residents. Ticket buyers must be in Ontario at the time of order and provide an Ontario mailing address.

**HOW OLD DO YOU HAVE TO BE TO ORDER A TICKET?**

Participants must be at least 18 years of age. Tickets cannot be ordered in the name of a minor.

**WHO IS NOT ELIGIBLE TO ORDER A TICKET?**

The following individuals and all of their immediate family members residing in the same household are prohibited from ordering a ticket: Board members and employees of The Princess Margaret Cancer Foundation, Members of the UHN Board of Trustees and Executive Team, Princess Margaret Cancer Centre Executive Team; partners and employees of Deloitte LLP and its affiliates; and members of other licensed gaming suppliers providing services to this program.

**WHEN IS THE TICKET SALES DEADLINE?**

The Cash Calendar Ticket Sales Deadline is: Midnight, December 20, 2018. *For Holiday delivery by email you need to order your ticket by December 17, 2018.*

**WHEN ARE THE DRAWS?**

The 300 draws for the Daily Bonus Cash Prizes of \$1,000, Cash Prizes of \$10,000 and Friday Cash Prizes of \$40,000 will take place on January 10, 2019 at approx. 8:00 am. Deloitte will randomly select one (1) winner from among all eligible ticket numbers for each of the three hundred (300) cash prizes to be awarded from January 10, to April 19, 2019. All winners will be notified in writing within two (2) weeks of the day for which their winning ticket was selected.

**HOW ARE THE DRAWS MADE?**

Ticket fulfillment and draw control services are provided by Deloitte LLP. Draws will take place at the offices of Deloitte, Bay Adelaide Centre, East Tower, 8 Adelaide Street West, Suite 200 Toronto, ON M5H 0A9. The records of Deloitte LLP shall be deemed correct and final. A certified Random Number Generator (RNG) will be used to conduct the draws. For questions about the draw process, please call 1- 800-542-8813 or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

**WILL THE DRAWS BE TELEVISED ON CP24?**

No, 100 Days of Winning draws will not be televised.

**HOW MANY NAMES CAN APPEAR ON A CALENDAR TICKET?**

Up to three names can appear on a Calendar ticket.

**DO I HAVE TO ORDER A HOME LOTTERY TICKET IN ORDER TO PLAY THE 100 DAYS OF WINNING! CASH CALENDAR?**

No, there is no requirement that you order a Home Lottery ticket to play the Cash Calendar.

**I DIDN'T ORDER CASH CALENDAR TICKETS WHEN I ORDERED MY HOME LOTTERY TICKETS. CAN I STILL PARTICIPATE IN THE 100 DAYS OF WINNING! CASH CALENDAR?**

Yes, you can place your Cash Calendar ticket order at any time prior to the ticket deadline of December 20, 2018.

**I HAVE MISPLACED MY CASH CALENDAR TICKET. AM I STILL ELIGIBLE FOR THE DRAWS?**

Yes. The official Calendar ticket is a receipt of purchase but you do not need it in hand to be entered for the prize draws. All ticket numbers sold will be represented in the draw.

**HOW WILL PROCEEDS FROM THE PRINCESS MARGARET CANCER CENTRE CASH CALENDAR BE USED?**

Proceeds will help support discoveries and new treatments for Canadians at Princess Margaret Cancer Centre, one of the top 5 cancer research centres in the world. See your lottery brochure or visit the proceeds page of this website for more information.

**CAN I WIN MORE THAN ONCE?**

Yes. Each Cash Calendar ticket number is entered for ALL draws.

### **THE PHONES ARE ALWAYS BUSY - WHAT IS GOING ON?**

Due to the tremendous response to the program the lines are full. Please keep trying or visit one of the lottery kiosks at Princess Margaret Cancer Centre, Toronto General or Toronto Western Hospitals or one of the many outlets listed on the back of the brochure OR place your ticket order online by visiting our website at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com)

### **CAN I CANCEL MY CASH CALENDAR TICKET AND GET A REFUND?**

Princess Margaret Cash Calendar ticket orders may be cancelled prior to the commencement of the draws and will be refunded for the amount that was paid for the ticket. Once draws have begun, no refunds are permitted.

### **I HAVEN'T RECEIVED MY OFFICIAL TICKET / IT CONTAINS A SPELLING/ADDRESS ERROR**

Please allow up to 10 business days for your ticket to be processed. Ticket purchasers who have not received their OFFICIAL TICKET after this time or who wish to report a misspelled name or address on an OFFICIAL TICKET should call **1-800-542-8813** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

### **WHAT WOULD HAPPEN IF A "BAD" PAYMENT WAS MADE FOR A TICKET (e.g. CHEQUE NSF)?**

Time is allowed between the ticket sales cutoff and the start of the draws for all forms of payment to be verified and processed. Only tickets that have been paid for and/or have been verified as paid for are eligible to be entered for the respective draw(s). If for any reason a payment is returned, the ticket will be deemed invalid if payment cannot be verified prior to the start of the draws.

### **IF I WIN, IS MY TICKET STILL IN FOR THE OTHER DRAWS?**

Yes, each Cash Calendar ticket number is entered for each and every draw.

### **WHAT IS YOUR PRIVACY POLICY?**

The Princess Margaret Cancer Foundation is committed to protecting your privacy. Personal information collected will be used to administer and evaluate the lottery, including fulfilling lottery ticket orders and contacting and publicizing the name and municipality of residence of prize winners. We may also use your personal information to connect with you to keep you informed about the impact of your support, share other activities of The Princess Margaret Cancer Foundation and ask for your support of our mission. The Foundation does not trade, rent or sell any personal information to third parties. If you wish to be removed from our contact list; please call 1-866-631-1234 or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca). For more information on our privacy practices, see our full [Privacy Policy](#) at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) or contact us at 1-800-542-8813 or [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

### **IS A WINNER'S LIST AVAILABLE?**

Winning results will be posted on our website at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) every day from January 10 to April 19, 2018. A printed list of winners is available upon request after April 19, 2018. Call 1-800-542-8813 or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca)

### **CAN I STILL PURCHASE A TICKET FOR THE PRINCESS MARGARET CANCER CENTRE HOME LOTTERY?**

Yes! Order your Princess Margaret Cancer Centre Home Lottery tickets online at [PrincessMargaretLotto.com](http://PrincessMargaretLotto.com) or call 416-650-7888 or 1-866-631-1234 or use one of the other ticket order options outlined in your Home Lottery brochure.

### **DOES THE NEW CANADIAN ANTI-SPAM LEGISLATION AFFECT YOUR LOTTERIES?**

Charity lotteries are exempt from this legislation.

### **HOW CAN I UNSUBSCRIBE FROM YOUR EMAIL LIST?**

You have the option to unsubscribe at any time by calling **1-866-631-1234** or email [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

### **WHAT IS THE LICENCE # OF THE PRINCESS MARGARET CANCER CENTRE 100 DAYS OF WINNING! CASH CALENDAR?**

The Lottery Licence # is 9897.



## MEMBERSHIP - FREQUENTLY ASKED QUESTIONS

### **What is the Princess Margaret Home Lottery Membership Program?**

Members are valued supporters of the Princess Margaret Home Lottery who pre-register their ticket order preferences for future licensed lotteries.

### **What are the advantages of becoming a Princess Margaret Home Lottery Member?**

Convenience, Choice & Never Miss a Draw!

Princess Margaret Home Lotteries have a history of selling out quickly. Become a member and you will automatically be ticketed for each new licensed lottery and be eligible for all prize draws. Membership sign-up is easy, convenient and your order can be cancelled, paused or changed at any time.

### **How do I become a Member of the Princess Margaret Cancer Centre Home Lottery?**

Becoming a Member is easy. Just click YES (when prompted) for **membership** when you place your fall 2018 Home Lottery ticket order. You can then pre-register your ticket preference for future lotteries.

### **How much does it cost to become a Member?**

There is no joining fee to become a Member and you can make changes to your Membership details at any time. No payment is required today. You will be notified prior to any charges being made to your credit card for the next licensed Home Lottery.

### **How many Princess Margaret Cancer Centre Home Lotteries are there?**

There are two Princess Margaret Cancer Centre Home Lottery programs each calendar year.

### **Am I given prior notice before my credit card is charged, and tickets are allocated to me?**

Yes. All Members receive notice approximately two weeks before their credit card is charged, and tickets are allocated. Members may amend their ticket order, credit card and personal details during this period, if required.

### **How do Members receive their tickets?**

All Members with an eligible email address will receive their tickets by email within 3-4 business days of their credit card being charged.

For all Members without an email address, tickets will be sent via Canada Post within 7 - 10 business days of their credit card being charged.

### **Can I get a refund on my Membership order?**

All requests for refunds will be honoured as long as the method of payment has been verified and the corresponding ticket(s) have not already been included in any prize draws.

### **How do I update my Membership details?**

You may update your Membership details at any time by calling Customer Service at 1-800-542-8813 or by emailing [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).

### **Can I cancel my Membership?**

You may cancel your Membership at any time by calling Deloitte at 1-800-542-8813 or by emailing [pmhlottery@deloitte.ca](mailto:pmhlottery@deloitte.ca).