

SCROLL DOWN TO SEE FAQs FOR HOME LOTTERY, 50/50 ADD-ON & CASH CALENDAR.



PRINCESS MARGARET

HOME
LOTTERY
TO CONQUER CANCER

FALL 2019 - FREQUENTLY ASKED QUESTIONS (FAQ) & ANSWERS

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 500,000 Home Lottery tickets available.

WHAT ARE THE TICKET PRICES FOR THE HOME LOTTERY?

Home Lottery tickets are: 1 for \$100, 3-Pack for \$250, 5-Pack for \$375, 10-Pack for \$700, Mega-Pack for \$500 and Max-Pack for \$850.

WHAT IS A MEGA-PACK?

Mega-Pack includes 5-Home lottery Tickets, 15-50/50 Tickets and 6 Cash Calendar Tickets for \$500.

WHAT IS A MAX-PACK?

Mega-Pack includes 10-Home lottery Tickets, 25 Tickets and 6 Cash Calendar Tickets for \$850.

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

All tickets in a 3-Pack, 5-Pack, 10-Pack, Mega-Pack or Max-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 50/50 ADD-ON?

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

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 12, 2019.

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, Argonauts Holdings Limited Partnership, the CFL, CFL Enterprises Canada LP.; and members of licensed gaming suppliers providing services to this program.

WHAT ARE MY CHANCES OF WINNING A PRIZE?

There are 20,426 prizes and only 500,000 tickets available. 1 chance in 500,000 tickets x 20,426 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 3-5 business days for your tickets by email or 7-10 business days for tickets by Canada Post. 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**.

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 for your ticket order, you should receive your ticket(s) via Canada Post in 7-10 business days.

Emailed Tickets: Upon receipt and/or authorization of payment for your ticket order, you should receive your ticket(s) via email in 3 - 5 business days.

If you have not received your ticket(s) within these timeframes, please contact Customer Service at **1-800-542-8813** or email **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 **1-800-542-8813** or email **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 **1-800-542-8813** or email **pmhlottery@deloitte.ca**.

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 contact Customer Service at **1-800-542-8813** or email **pmhlottery@deloitte.ca**.

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

Please allow 3 to 5 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 **1-800-542-8813** or email **pmhlottery@deloitte.ca**.

THE PHONES ARE ALWAYS BUSY - WHAT IS GOING ON?

Due to the tremendous response to the program all phone 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

WHAT IS THE LOYALTY PRIZE?

The Loyalty Prize comprises: ten (10) Vacation to Las Vegas for 4 nights with Grand Canyon Helicopter Skywalk Express Ride for 2 adults, (value \$5,100.) Order your tickets by Midnight, August 30 to be eligible. The Loyalty Draws will take place on September 11, 2019.

WHAT IS THE VIP PRIZE?

The VIP Prize comprises: one (1) prize consisting of: (i) one (1) pair of 2019/2020 Toronto Maple Leafs season seats (including playoffs*) located in the "Red" arena seating area; (ii) one (1) pair of 2019/2020 Toronto Raptors season seats (including playoffs*) located in the "Side Prime" arena seating area*; (iii) one (1) pair of 2020 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).; (1) pair of the 2020 Toronto Argonauts season seats (including playoffs*) located on field. Plus 108th Grey Cup Package for two including lower bowl tickets, Hotel for 3 nights and flights from Toronto (iv) \$10,000 Cash. Estimated retail value of Toronto Maple Leafs and Toronto Raptors tickets (including playoffs) is \$92,430. Estimated retail value of Toronto FC tickets (including playoffs and club access) package is \$8,716. Estimated retail value of Toronto Argonauts tickets (including playoffs and 108th Grey Cup Package) is \$15,135.30. **Total VIP Prize Value: \$126,281.30.** Order your tickets by Midnight, September 20 to be eligible. The VIP Draw will take place on October 2, 2019.

WHAT IS THE BONUS PRIZE?

The Bonus Prize comprises: one (1) prize – Noir Condo Unit 616, 87 Peter St, Toronto, fully furnished (value \$978,990); a 2020 Lexus UX 250h F-Sport (value \$49,722.89); \$25,000 Cash. **Total Bonus Prize Value: \$1,053,712.89.** Order your tickets by Midnight, October 11 to be eligible. The Bonus Draw will take place on October 22, 2019.

WHAT IS THE EARLY BIRD PRIZE?

The Early Bird Prize comprises: one (1) prize - Muskoka Lakefront cottage on Waseosa Lake, fully furnished (value \$1,284,800.72); \$50,000 Cash; **Total Early Bird Prize Value: \$1,334,800.72.** Order your tickets by Midnight, November 15 to be eligible. The Early Bird Draw will take place on November 26, 2019.

WHERE ARE THE PRIZE HOMES AND WHEN ARE THEY OPEN? The prize homes are in Oakville, Toronto, Muskoka and The Friday Harbour. The showhome in Oakville is open for viewing beginning Friday, August 30. Refer to the brochure or Website for map and viewing hours. The Upper Beaches home, condos and cottage prizes are not open for viewing.

WHEN DOES THE SHOWHOME OPEN AND CLOSE?

The Oakville showhome opens for viewing 6 days a week (Tuesday to Sunday) starting Friday, August 30. The showhome will close for viewing following a sellout being declared or by the Final Ticket Sales Deadline (Nov 29). **Please visit the lottery website 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 before opening any prize property to the public and as a result not all homes are open for viewing in person. Please visit 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 or online 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 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. Prizes must be cleared within six (6) months of the draw date.

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 on December 5 or December 19 pending sell out of the lottery. A printed list of winners is available upon request. Call **1-800-542-8813** or e-mail **pmhlottery@deloitte.ca**.

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. To request a reprint of your ticket, please call **1-800-542-8813** or email **pmhlottery@deloitte.ca**.

WILL DRAWS BE TELEVISED ON CP24?

No, the Home Lottery Draws will not be televised live on CP24. The top valued prize winners will be announced live on CP24 on the applicable Home Lottery draw date (either November 28 or December 11, 2019).

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**.

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 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 HOME LOTTERY BE USED?

Proceeds enable Future Care now for patients at The Princess Margaret, across Canada and around the world. Our team is dedicated to caring, learning, and finding answers. The Princess Margaret is one of the largest cancer centres in the world and one of the top 5 globally for cancer research. 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.

WHAT IS THE LICENCE # OF THE PRINCESS MARGARET HOME LOTTERY?

The Lottery Licence # is 10873.



FALL 2019 - FREQUENTLY ASKED QUESTIONS (FAQ) & ANSWERS

* Please refer to Home Lottery FAQ's for general questions and answers

WHAT IS THE 50/50 ADD-ON?

The 50/50 Add-On is another way to win big with the Princess Margaret Lottery. The 50/50 Add-On comprises one (1) prize. The winner will be awarded half the 50/50 jackpot. A guaranteed \$2 Million minimum prize payout will be paid to the 50/50 Add-On winner. The last jackpot exceeded \$4.6 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 on our website and via social media. Watch the jackpot grow at PrincessMargaretLotto.com

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

50/50 Add-On tickets are: 5-Pack for \$25, 15-Pack for \$50 OR 25-Pack for \$75.

CAN I PLAY THE 50/50 ADD-ON, WITHOUT ORDERING A PRINCESS MARGARET 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 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, 15-PACK OR 25-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.

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 28 (if all tickets are sold early) or December 11, 2019. 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 5 or 19, 2019.

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.

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 29) - whichever comes first, 50/50 Add-On ticket orders will conclude simultaneously.

WHEN IS 50/50 DRAW MADE?

If all Home Lottery tickets are sold by the Early Bird deadline of Midnight, November 15, the 50/50 Add-On draw will take place November 26 approx. 8:00am at the offices of Deloitte LLP. The winner will be announced live on CP24 on November 28, 2019. If Home Lottery tickets remain after the Early Bird deadline, the 50/50 Add-On draw will take place on December 10 at approx. 8:00am at the offices of Deloitte LLP. The winner will be announced live on CP24 on December 11, 2019.

HOW IS THE 50/50 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.

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 28 or December 11, 2019).

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

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

Proceeds enable Future Care now for patients at The Princess Margaret, across Canada and around the world. Our team is dedicated to caring, learning, and finding answers. The Princess Margaret is one of the largest cancer centres in the world and one of the top 5 globally for cancer research. 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 THE LICENSE # OF THE 50/50 ADD-ON?

The lottery licence # is: 50/50 Add-On #: 10874



FALL 2019 - FREQUENTLY ASKED QUESTIONS (FAQ) & ANSWERS

WHAT ARE THE PRIZES IN THE PRINCESS MARGARET CASH CALENDAR?

There are 310 cash prizes ("prizes") to be awarded with a total prize value of \$1,700,000. There are ten (10) Holiday Cash Prizes of \$5,000, two hundred (200) Daily 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 ticket will list 1, 3 or 6 Calendar ticket numbers.

IS THE CALENDAR A 12 MONTH CALENDAR?

No.

CAN I GIVE THE PRINCESS MARGARET 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 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 340,000 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 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 10 Holiday Cash winners will be posted on the website on December 13, 2019. The Daily Bonus Cash Prizes, Cash Prizes and Friday Cash Prizes will be posted on the website at PrincessMargaretLotto.com every day from December 20 to March 28, 2020. A printed list of winners is available upon request after March 28, 2020. Call 1-800-542-8813 or email pmhlottery@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 (March 28, 2020).

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.

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 - 5 business days.

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

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

Please allow 3 to 5 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 **1-800-542-8813** or email pmhlottery@deloitte.ca.

WHEN IS THE TICKET SALES DEADLINE?

The Cash Calendar Ticket Sales Deadline is: Midnight, December 12, 2019.

WHEN ARE THE DRAWS?

The 310 draws. Ten (10) Holiday Cash Prizes of \$5,000 will take place approx. 8:00am on December 13, 2019.

Two hundred (200) Bonus Cash Prizes of \$1,000, eighty five (85) Cash Prizes of \$10,000 and fifteen (15) Friday Cash Prizes of \$40,000 will take place on December 20, 2019 at approx. 8:00am. Deloitte will randomly select one (1) winner from among all eligible ticket numbers for each of the three hundred (310) cash prizes to be awarded on December 13, and from December 20, 2019 to March 28, 2020. All winners will be notified in writing within two (2) weeks of the day for which their winning ticket was selected.

HOW ARE THE CASH CALENDAR 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.

WILL THE DRAWS BE TELEVISED ON CP24?

No, Cash Calendar 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 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 12, 2019.

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 CASH CALENDAR BE USED?

Proceeds enable Future Care now for patients at The Princess Margaret, across Canada and around the world. Our team is dedicated to caring, learning, and finding answers. The Princess Margaret is one of the largest cancer centres in the world and one of the top 5 globally for cancer research. 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 phone 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

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 3-5 business days for tickets by email or 7- 10 business days for your ticket by Canada Post Mail. 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.

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. For more information on our privacy practices, see our full [Privacy Policy](#) at PrincessMargaretLotto.com or contact us at 1-800-542-8813 or pmhlottery@deloitte.ca.

IS A WINNER'S LIST AVAILABLE?

Winning results will be posted on our website at PrincessMargaretLotto.com on December 13 and on December 20, 2019 to March 28, 2020. A printed list of winners is available upon request after March 28, 2020. Call 1-800-542-8813 or email pmhlottery@deloitte.ca.

CAN I STILL PURCHASE A TICKET FOR THE PRINCESS MARGARET HOME LOTTERY?

Yes! Order your Princess Margaret Home Lottery tickets online at 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.

WHAT IS THE LICENCE # OF THE PRINCESS MARGARET CASH CALENDAR?

The Lottery Licence # is 10875.