

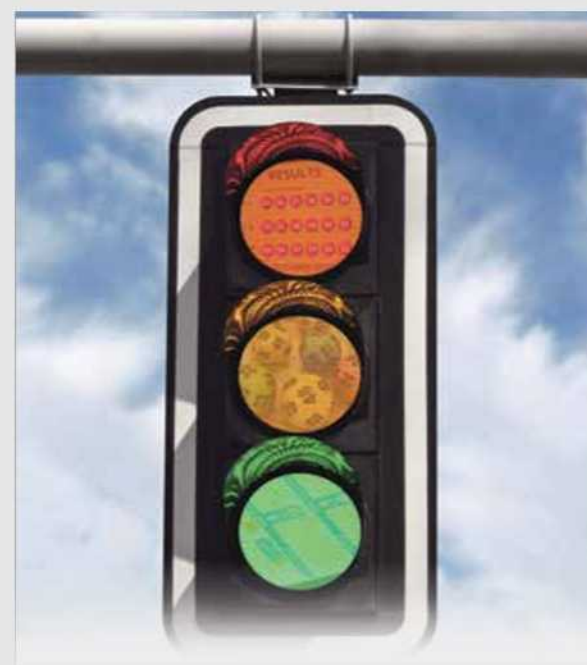


The National Lotteries Commission (NLC) has a Dual Mandate to Regulate all Lotteries and Sports Pools, and to Fund Good Causes

In the course of regulation, the NLC ensures that:

- all persons that run or are associated with running the National Lottery are fit and proper
- all directors and staff of the Operator, together with retailers who sell National Lottery tickets are vetted.
- key contractors that conduct business with the Operator are also vetted to ensure that the integrity of the National Lottery is maintained and players are protected.

Regulatory Approvals Ensure Fairness and Integrity of the National Lottery



For every amendment such as new games, channels of play and amendments to game rules and prize pay-out structures, the NLC receives proposals from the Operator.

These proposals are assessed and recommended to the Board, which advises the Minister on approval thereof, as required in the Act and the Licence.

Before recommending approval on any proposals, or amendments thereto, the NLC considers issues such as:

- player protection
- projected returns to good causes
- protecting player funds
- legality
- impact on the National Lottery brand and intellectual property
- rationale for the design of the game
- marketing plan and market research analysis in respect of the Game
- analysis of competing products, such as promotional competitions, Society (fundraising) Lotteries, casinos, horse racing and the like in South Africa

Giving you the Ultimate Assurance

The NLC creates a secure, world-class lottery environment!

Did you know?

The Licence to Operate the National Lottery requires that national lottery operator comply with specified standards and IT governance frameworks for the duration of the Licence Period.

These include:

The World Lottery Association Security Control Standard (WLA – SCS) Part A and Part B, incorporating ISO 27001, the international best practice standard for information Security Management System (ISMS); and

Control Objective for Information and Related Technology (COBIT), which provides an information governance framework which assists in delivering value and understanding and managing the risks associated with information technology.



The World Lottery Association (WLA) is an international, member-based organization of state-authorized lotteries, sports betting operators, and suppliers to the global lottery industry. The Security Control Standard is an internationally recognized security standard for the lottery sector, which specifies the required practices for an effective security management structure by which a lottery may maintain the integrity, availability, and confidentiality of information vital to its secure operation.

[Source: WLA website]

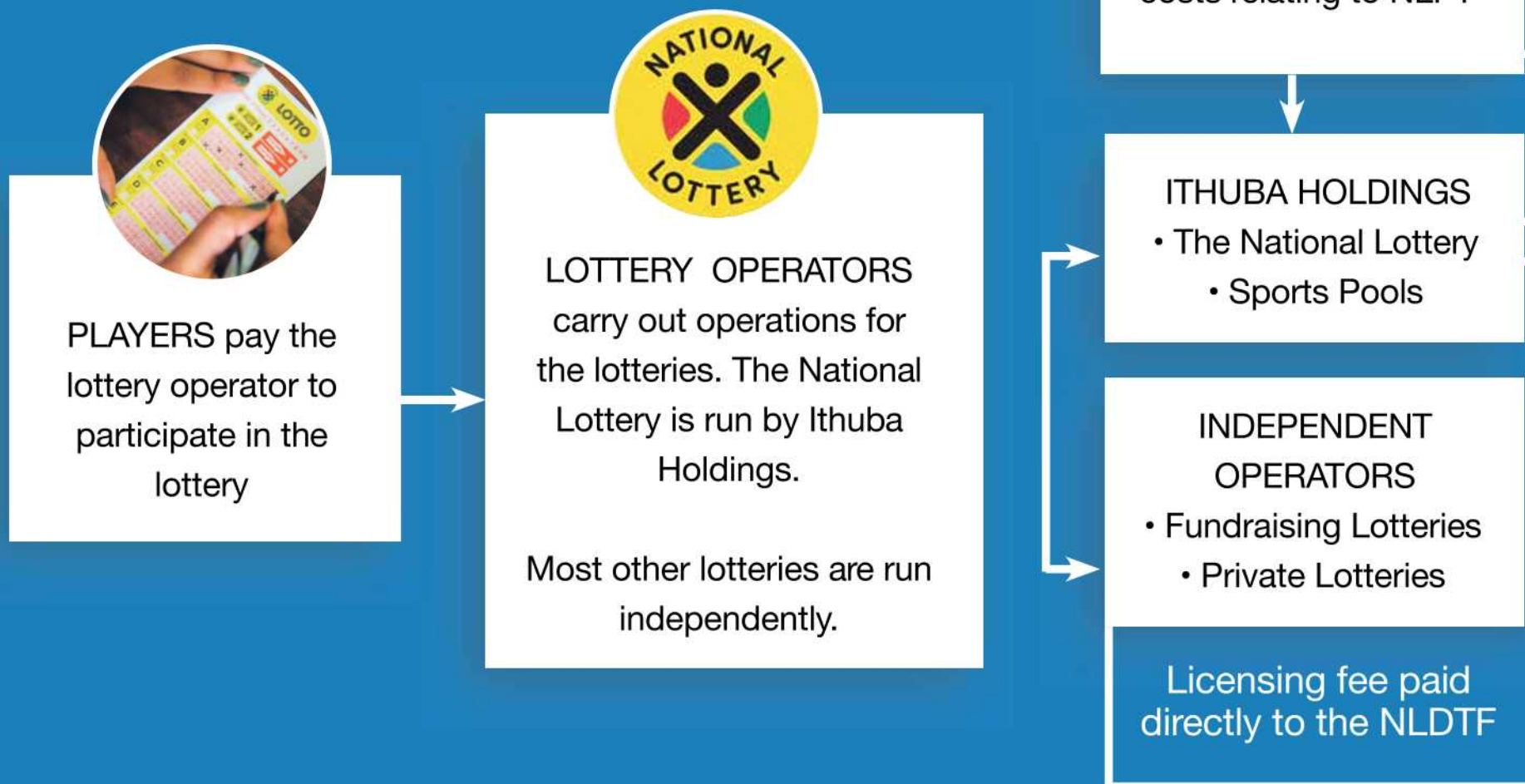


Protecting Players is Central to the Mandate of Regulating Lotteries

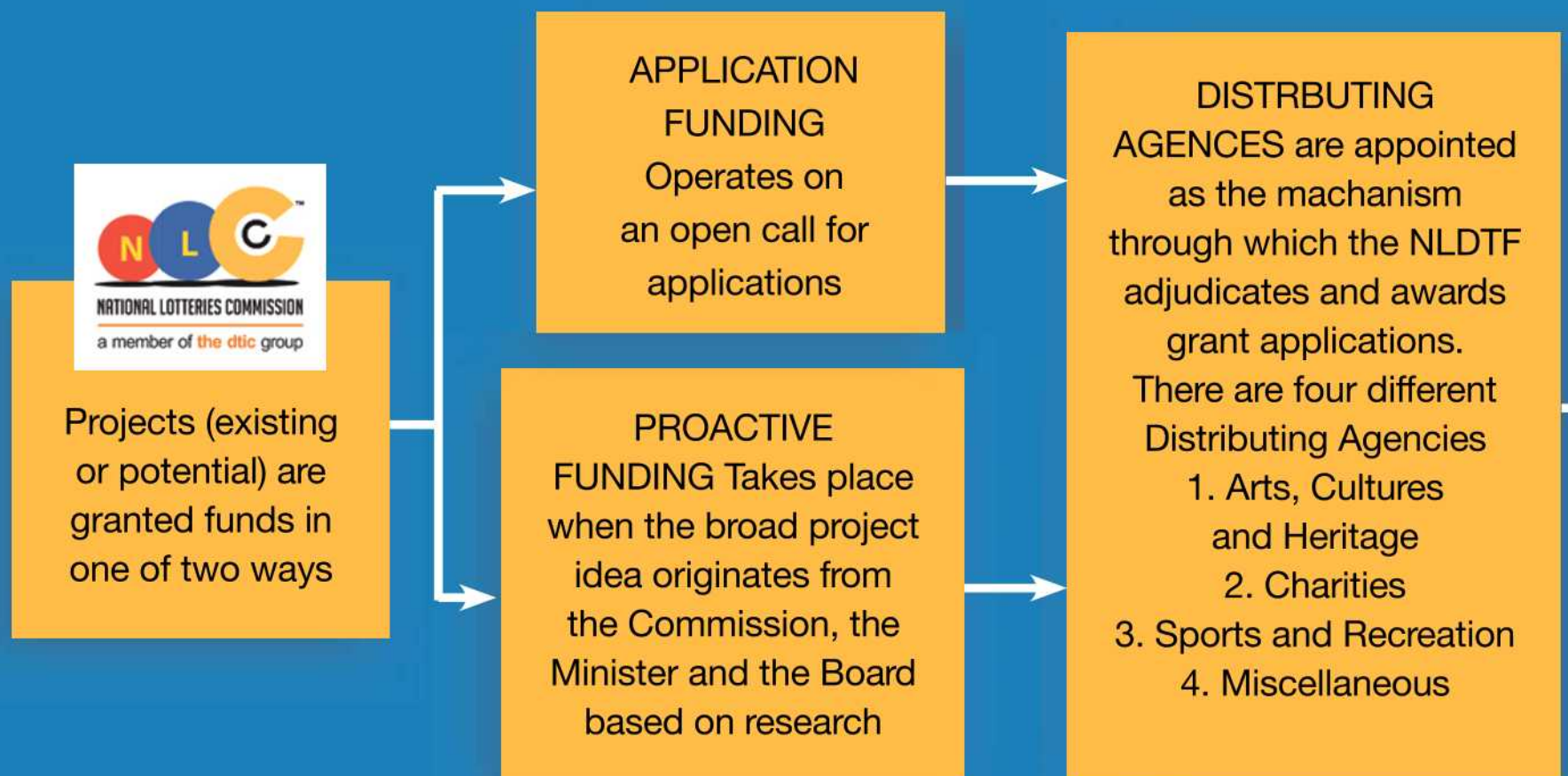
The following are some of the important activities we perform to protect players:

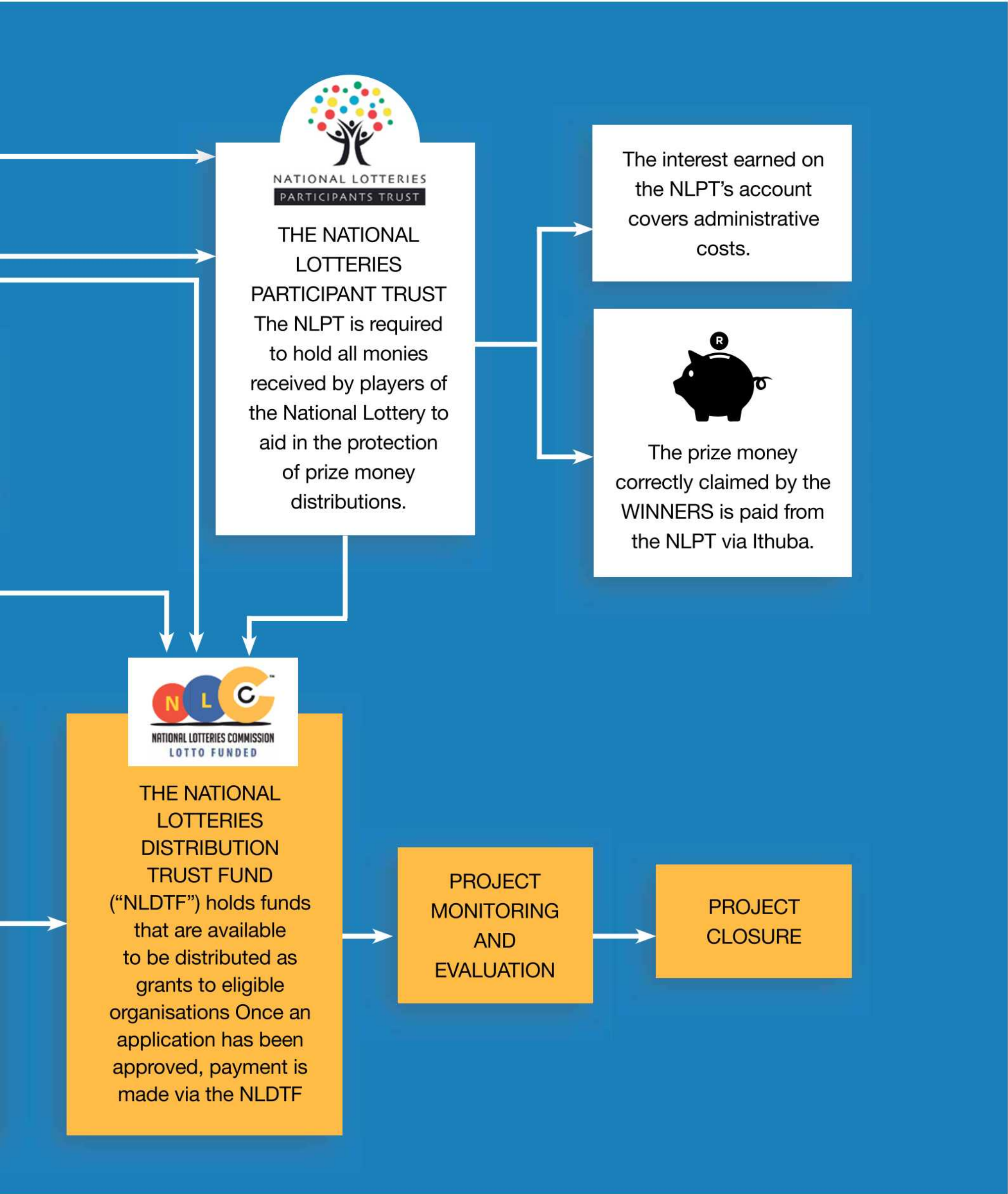
- ensuring that the Operator pays prizes promptly by conducting reviews of prize payments process for prize winners;
- protecting players against possible fraud, by checking that the Operator implements appropriate security procedures to verify the identity of winners who claim prizes;
- conducting reviews to ensure that the Operator protects the anonymity of winners, in line with Licence requirements;
- approving the descriptions and procedures for key processes (e.g. draws and prize payments);
- ensuring that clear information is available to players, including information on games available, how to play and how to claim prizes;
- handling complaints if a player is unhappy with the service they have received from either a Retailer or the Operator, after they have exhausted the Operator’s complaints handling procedures
- ensuring that there are controls in place to protect against excessive play;
- ensuring that there are controls in place to protect against underage play; and
- providing information to the public about lottery scams.

REGULATION OF LOTTERIES

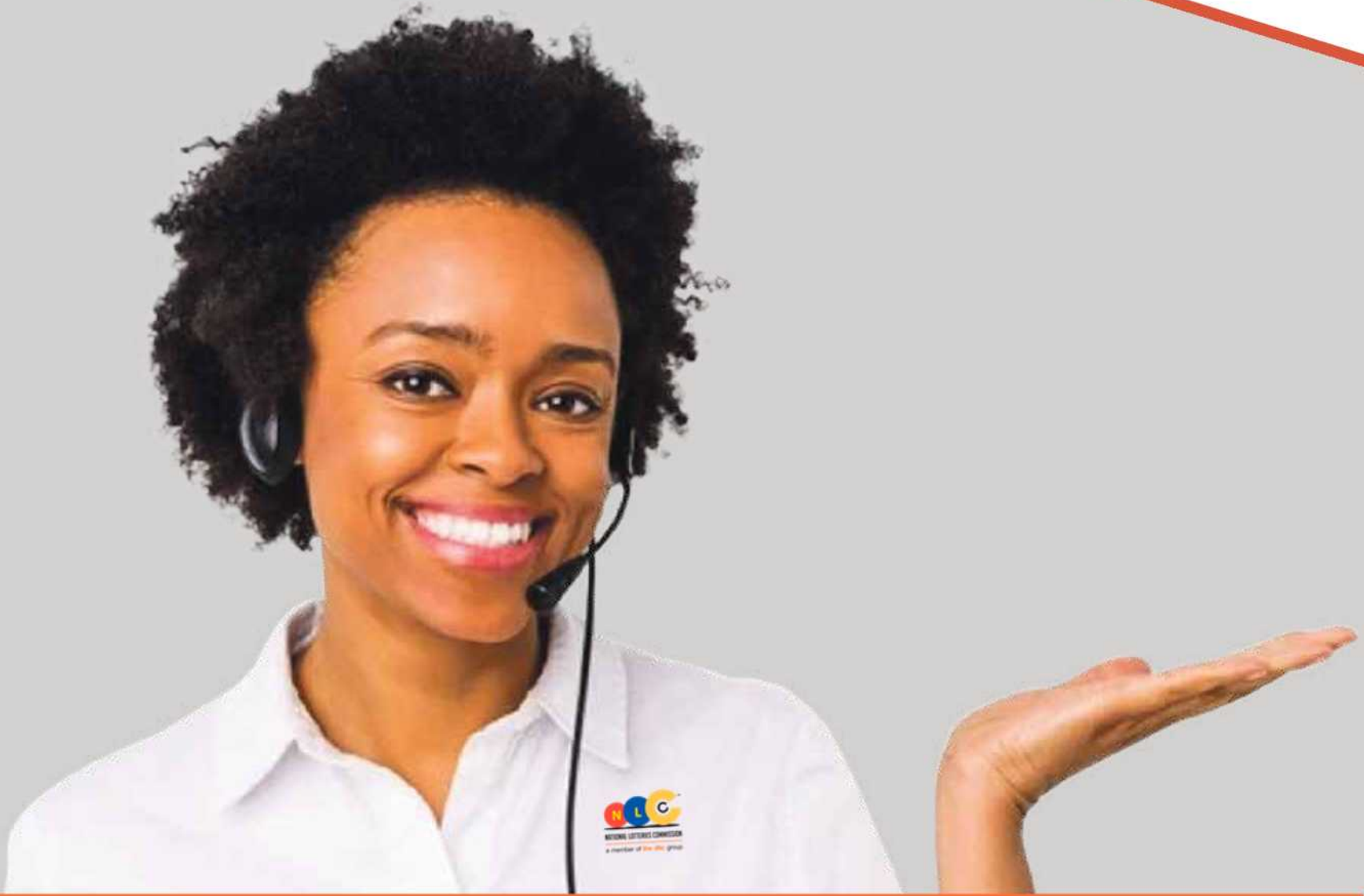


FUNDING GOOD CAUSES





Regulating For Fairness Call Us!



When a player is aggrieved, they can approach the National Lottery Operator to resolve the issue.

Complaints should be reported to the NLC (the regulator) as escalation after exhausting the Operator's complaints processes. However, the NLC accepts all complaints and forwards to the Operator all those that need to be handled by them.

A follow-up is conducted to ensure that all complaints are adequately handled by the Operator in line with licence requirements.

Where and How to Complain:

Participants should first seek to resolve disputes directly with the National Lottery Operator through the official helplines:

National Lottery complaints and helpline:

Player Helpline: 0800 484 822

Retailer Helpline: 0860 456 886

If dissatisfied with the outcome once the complaints process of the National Lottery Operator has been exhausted, issues may be escalated to the regulator:

National Lotteries Commission complaints helpline:

Call centre: 0860 065 383

Email: lottoplayers@nlcsa.org.za