



## Split the Pot FAQ's

### How do you Play?

1. Select the ticket or ticket packages you wish to purchase.
2. In the checkout, select from the participating hospitals dropdown menu or select "All participating hospitals".
3. Once you have successfully completed your purchase you will receive an email with your lottery numbers.
4. If you purchase your tickets before the first Early Bird Deadline, you will be entered into all five Early Bird Draws and the Grand Prize Draws. It is possible for the same number to win multiple prizes.
  - All tickets purchased after the listed Early Bird entry deadlines will be entered into the remaining Early Bird Draws and the Grand Prize Draws.

### How do I select the Hospital I want to Support?

- If you clicked from an email to get to the website, the Hospital you have previously supported will automatically be selected at check out. If you want to support another Hospital or all participating hospitals, please visit the website directly at <https://splitthepot.ca/>
- If a hospital is not pre-selected in the checkout, you can select which hospital you'd like to support.
- When the "All Participating Hospitals" option is selected, 50% of your ticket purchase will be divided amongst all participating Hospital Partners.

### Where can I buy tickets?

- You can buy tickets online at <https://splitthepot.ca/>

### How is the jackpot split?

There are a total of 13 grand prize winners. The jackpot is split as follows:

- 60% of the jackpot to one (1) winner
- 20% of the jackpot split between two (2) winners
- 20% of the jackpot split between ten (10) winners

### How is the 50% of funds split between Ontario hospitals?

- 100% of net proceeds of your ticket sale goes to the hospital partner you select in the checkout.
- The ticket sales from "All Participating Hospitals" selection is split among the 21 Hospital Partners.

### How many tickets are being sold?

- There are unlimited tickets sold in Split the Pot Lottery

**Who is eligible to buy tickets?**

- Participants must be at least 18 years of age. Tickets cannot be ordered in the name of a minor.
- The lottery is intended for Ontario residents only. Ticket buyers must physically be in the province of Ontario at the time of purchase.
- Participating Ontario Hospital staff and volunteers

**What methods of payment do you accept?**

- We currently accept Visa and MasterCard. We do not accept cash, checks, money order or PayPal at this time.

**I am being blocked from purchasing. What do I do?**

- To purchase tickets online, our website is required to know your location as per AGCO policy. You must be located in the Province of Ontario at the time of purchase. Please ensure you allow your browser to access your location for the highest accuracy. If you're close to the border and you're being blocked, please try purchasing via your mobile phone or using data instead of Wi-Fi.

**Is my ticket purchase tax deductible?**

- No, lottery tickets are not tax deductible in accordance with Canada Revenue Agency policies.

**What are the odds of winning?**

- The odds of winning depend on the number of tickets sold. All inquiries, if any, on the odds of winning are to be made to the licensee prior to the purchase of tickets.

**How do you generate the ticket numbers?**

- Your raffle ticket numbers are generated via an automated process upon completion of your order. Once your order has been processed, you will receive an email confirmation containing a summary of your order and your raffle ticket numbers. No specific numbers can be given as numbers are generated randomly.

**When will I receive my ticket numbers?**

- Once your order has been processed you will receive an email receipt containing a summary of your order and your raffle ticket numbers. Please allow up to 12 hours for the email to be sent.



### **What if I did not receive an email with my numbers?**

- If you have not received an email with your numbers, first please check your junk mail and spam folders. Tickets are delivered as “Split the Pot Tickets” from [noreply@ascendfs.com](mailto:noreply@ascendfs.com). It is recommended to whitelist this address with your email provider. If you’ve checked your spam and junk folders and still did not receive your tickets, please email us at [support@splitthepot.ca](mailto:support@splitthepot.ca) with the following information:
  - The name the tickets were purchased under
  - The email addresses used to purchase the tickets
  - Date of purchase

### **How do you select the winner?**

- Winners are selected from the pool of purchased ticket numbers via an AGCO approved, AscendFS Random Number Generator.

### **Do I have to be present at the time of the draw to win?**

- No. All winners will be notified via email and phone shortly after the draw.

### **What should I do if I believe I have a winning raffle ticket?**

- Check back to see if the winner for each listed draw has been selected. If you believe you have the winning number, please contact [support@splitthepot.ca](mailto:support@splitthepot.ca)

### **How long do I have to claim my prize?**

- All prizes must be claimed within six (6) months of the draw. All unclaimed prizes will be subject to AGCO unclaimed prize policy.

### **I have additional questions, who can I contact?**

- Please email [support@splitthepot.ca](mailto:support@splitthepot.ca)