



## Split the Pot FAQ's

### What is Split the Pot Lottery?

Everyone wins when they play Split the Pot Lottery! This fun and innovative game of chance both raises funds for and awareness of Ontario's hospital healthcare system. How? Participants have a say. Proceeds from every ticket sold can either be split among participating Ontario hospitals or be directed to a participating hospital of their choice. By playing, they're also telling others they believe in supporting hospital health care in our province. It's what we call a win-win-win situation as patients, hospitals, and lucky players all benefit when we come together and Split the Pot.

### How do I play?

1. Visit [splitthepot.ca](http://splitthepot.ca) or contact a participating hospital foundation.
2. Select the number of tickets you want to purchase. We've packaged these to increase your odds at every level!
3. Choose how you would like your purchase to support hospital health care by selecting either the hospital partner of your choice or "All Participating Hospitals" from the dropdown list at the checkout.
4. Once you have successfully completed your purchase, you will receive an email with your lottery numbers.
  - o Hold onto your winning numbers and be ready to receive a call! There are dated early bird prizes in addition to the grand prize draw.

### How do I select the hospital I want to support?

When you buy your tickets, you'll be prompted to select where to direct the proceeds from your purchase from a dropdown list at checkout. You can choose from any of our participating hospitals or select "All Participating Hospitals."

If you have played with us before, or if you've participated in one of our hospital partner's lotteries, the hospital you have supported previously will be automatically selected. You are able to change this by choosing another hospital from the dropdown menu.

### What is the difference between supporting one hospital versus all hospital partners?

When you select a specific participating hospital, all net proceeds of ticket sales with this selection go to that hospital. When "All Participating Hospitals" is selected, net proceeds of ticket sales with this selection are split evenly among all participating Split the Pot hospital partners. To learn about other ways to invest in participating hospitals, visit the listed foundation websites, linked through the logos on our website.



### **Is my local hospital continuing its own lottery?**

Split the Pot Lottery is an additional fundraising platform for participating hospitals. Hospital partners can continue overseeing their own local lottery programs. For more information about your local hospital's lottery or other fundraising initiatives, please contact them directly.

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

Tickets are delivered from "Split the Pot Lottery" using the email [noreply@ascendfs.com](mailto:noreply@ascendfs.com). It is recommended to whitelist this address with your email provider.

If you have not received an email with your ticket numbers, first please check your junk mail and spam folders. If your ticket email is not in your spam or junk folders, please email us at [support@splitthepot.ca](mailto:support@splitthepot.ca) with the following information:

- The name the tickets were purchased under
- The email address used to purchase the tickets
- Date of purchase

### **How can I participate in the early bird prize draws?**

All tickets purchased before the listed early bird deadlines will be entered into associated draws AND the grand prize draws. You read that right: The same ticket number can 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. Please visit our website for the list of early bird deadlines.

### **How is the Grand Prize payout split?**

There are 13 Grand Prize winners who each win a piece of the payout. The payout is split as follows:

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

### **Where can I purchase tickets?**

You can purchase tickets online at [splitthepot.ca](http://splitthepot.ca) or over the phone by calling 1-833-804-6262.

### **Who is eligible to purchase tickets?**

- You must be at least 18 years of age to purchase tickets. Tickets cannot be ordered in the name of a minor.
- The lottery is intended for Ontario residents only. Ticket buyers must be physically in the province of Ontario at the time of purchase.



- Staff and volunteers at hospitals whose foundations are participating partners are eligible to purchase tickets.
- Staff and families of participating hospital foundations and their respective boards are ineligible to win.

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

We currently accept Visa and MasterCard. We do not accept cash, cheques, money orders, or PayPal at this time.

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

To purchase tickets online, you must be in the province of Ontario at the time of purchase, and our website needs access to your location as per AGCO policy. Please allow your browser to access your location for the highest accuracy. If your purchase is being blocked because you are located near a bordering province or country, please try purchasing tickets on your mobile phone or using data instead of Wi-Fi.

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

Once your order is processed, you will receive an email receipt with a summary of your order and lottery ticket numbers. Please allow up to 12 hours for the email to be sent.

### **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 and the number of early bird prizes. All inquiries on the odds of winning are to be made to the licensee prior to the purchase of tickets.

### **How will I know if I've won?**

If your prize is \$10,000 or greater, you will be contacted both by phone and email shortly after the draw. If your prize is less than \$10,000, you will be contacted by email. You can also check our list of winners online at [splitthepot.ca](http://splitthepot.ca). 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 the [AGCO unclaimed prize policy](#).

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

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



## Membership FAQ's

### What does it mean to be a Split the Pot Lottery member?

Being a Split the Pot Lottery member means never missing out on a chance to win! Members pre-register their ticket order preferences and agree to have their Split the Pot Lottery tickets issued automatically at the start of all future Split the Pot lotteries.

### What are the benefits of becoming a member?

- Membership is fast and flexible. Signing up is easy, and you can change or cancel your membership at any time.
- You'll always be an Early Bird and the first to get tickets for future draws.
- You'll never miss a chance to win!

### How do I become a member?

You can become a member by opting in when purchasing your tickets at the checkout.

### Is there a fee to become a member?

No, becoming a member is free, and you have the flexibility to change or cancel your membership at any time.

### Will I be notified before my card is charged for tickets?

Yes, you will receive a friendly reminder about your upcoming payment prior to the pre-authorized charge. At that time, you can update your ticket order, change your payment information, or request to cancel your membership.

### Can I cancel my membership?

Yes. Please contact us at [support@splitthepot.ca](mailto:support@splitthepot.ca) to request cancellation.

### How will ticket price changes impact my membership?

If ticket prices change, we will notify you and adjust your ticket order to the new ticket package that is closest to the price point of your current ticket package. You will also have the option to cancel your membership.