



New Jersey Lottery Retailer Code of Conduct

To support the New Jersey Lottery's commitment to ensuring integrity, honesty and fairness, licensed Lottery Retailers and their employees must responsibly sell and redeem New Jersey Lottery tickets with integrity, respect and social responsibility in the following manner:

INTEGRITY

Retailer will adhere to the Lottery's commitment to maintaining a positive brand image and positive playing experience for our customers.

Retailer will comply with all laws and regulations that apply to the Lottery.

Retailer will follow all Lottery operating procedures, including proper Lottery terminal security, establishing and maintaining inventory control, and reporting all lost or stolen Lottery tickets as soon as they are detected.

Retailer will make game rules and game information, such as prize details and game results, readily available to customers.

Retailer will adhere to the Lottery's policies pertaining to the proper payment of prizes.

Retailer will cooperate with all investigative, security inspection and compliance activities conducted by Lottery personnel or any law enforcement or regulatory agency.

RESPECT

Retailer will promote fair, honest and courteous treatment of all customers.

Retailer will answer all reasonable customer questions or direct customers to contact the Lottery as necessary.

SOCIAL RESPONSIBILITY

Retailer will sell Lottery tickets to, and redeem winning Lottery tickets for, only individuals who are 18 years of age or older.

Retailer will never pay an incorrect, discounted prize amount or an amount that exceeds the Lottery's cashing limit, including the cashing of a winning ticket as a "service" to customers or friends.

Retailer acknowledges that failure to conform to this New Jersey Lottery Retailer Code of Conduct will result in disciplinary action, up to and including revocation of the New Jersey Lottery Retailer License.