

## Frequently Asked Questions – *Extra entries for the TV draw Promotion*

### 1. What are important dates to remember?

In-store availability → Monday, November 1, 2021

Daily pre-draws for \$25,000 → From December 1 to 31, 2021

Deadline for participating in the *Extra entries for the TV draw* promotion → no later than 2:30 p.m. on Wednesday, January 5, 2022

Draw for five extra entries for the TV draw → As soon as possible after 2:30 p.m. on Wednesday, January 5, 2022

Deadline for claiming an entry for the TV draw → 4:30 p.m. on Wednesday, January 5, 2022

Célébration 2022 gala → Sunday, January 9, 2022

### 2. How can I participate in the draw to win an extra entries for the TV draw if I live far from Loto-Québec's casinos, gaming halls and kiosks?

Go to [lotoquebec.com/2chance](http://lotoquebec.com/2chance) and follow the instructions to enter with your Internet code OR scan the bar code via our Lotteries app.

Only Québec residents who are physically located in Québec who are at least 18 years of age may register online. The prize must be accepted "as is." Other conditions apply.

### 3. How will I know if I've won an extra entry for the TV draw through the Promotion?

Winners will be contacted by phone on the evening of January 5, 2022. If there is no answer, Loto-Québec customer service representatives will contact the winners within 36 hours of the draw. In the days following the draw, the names of the five winners will be displayed in the [Winners](#) section of the Lotteries site.

### 4. In the event that a winner of extra entries cannot be reached, will another entry be drawn?

No. If the selected entrant cannot be reached within 36 hours of the draw, but otherwise meets all Claim Conditions, they'll be able to claim a \$1,000 prize and the minimum \$25,000 prize.

### 5. Are the five extra entries for the TV draw deducted from the prize structure?

Absolutely not. These are additional entries. A total of 50 entries will be available.

### 6. Can customers from other provinces participate in Célébration?

Yes. However, Célébration 2022 tickets, which cost \$25, will be sold exclusively in Québec. Consumers may purchase a ticket from any of the 8,000 retailers across the province.

### 7. Can Célébration 2022 ticket holders from other provinces also participate in the *Extra entries for the TV draw Promotion*?

No.

Persons from outside Québec cannot register online. Only Québec residents who are physically located in Québec at the time of registration can register online.

**8. Is the draw for additional entries to the TV draw on January 5, 2022 is open to the public?**

No.

**9. Will the draw for extra entries for the TV draw be broadcasted?**

No. The draw to select the five winners of extra entries for the TV draw will be conducted by held electronically and will therefore not be taped.

**10. If I know that I'll be away and/or unreachable at the time of the draw, can I name a proxy?**

No. If the selected entrant cannot be reached within 36 hours of the draw, but otherwise meets all Claim Conditions, they'll be able to claim a \$1,000 prize and the minimum \$25,000 prize.

**11. Will there be a show this year?**

Yes, there'll be a Célébration 2022 gala. However, the event will not be open to the public.

**Questions regarding Internet registration and the web entry form**

**12. Do I need to type the hyphens of the Internet code? Do I need to respect uppercase and lowercase letters?**

It's your choice: you may include the hyphens in the Internet code if you wish. The code may be entered in upper or lowercase.

**13. What is the purpose of the "I am not a robot" verification line?**

CAPTCHA (Completely Automated Public Turing Test to Tell Computers and Humans Apart) is a program that protects websites (or electronic forms) from misuse by robots. It generates image recognition tests that humans can pass but malware programs cannot.

**14. What should I do if my computer does not seem to work on the registration page?**

Your computer's operating system or your web browser may be the problem. Our site is designed to support all standard web browsers. Please consult the following pages as needed:

[lotoquebec.com/loteries/nav/en/technical-help](https://lotoquebec.com/loteries/nav/en/technical-help)

Still having problems? Note the version of your browser and operating system, or take a screen shot of any message displayed on your computer screen.

Then, contact Loto-Québec's customer service toll free at 1-866-611-LOTO (5686) or write to [service\\_clientele@loto-quebec.com](mailto:service_clientele@loto-quebec.com).

### **15. How do I enter the promotion from my phone?**

First, you'll need to download Loto-Québec's Lotteries app (<https://loteries.lotoquebec.com/en/useful-information/mobile-app>). Next, open the app and tap the Scan tab. Point your phone so that the bar code from your draw entry form is centred in the window. A small cross should appear in the middle of the screen to guide you.

### **16. Can I enter the promotion via my Espacejeux account?**

Absolutely. Only customers who do not have an Espacejeux account will need to open one to enter the promotion.

### **17. Do I need to fill out the account registration form at lotoquebec.com every time I register a new Célébration ticket?**

No, not at all. You need to open an Espacejeux account only once (if you don't already have one) and log in with your email and password to register all your Célébration tickets. As such, when you're registering new tickets, you only have to enter the Internet code from each ticket in the field provided.

### **18. How do I know that my ticket has been entered in the promotion?**

You can see all the tickets that you entered via your Espacejeux account, on the My 2nd Chance Entries page (<https://loteries.espacejeux.com/en/games/my-plays>). You can only access this page if you're logged in to your account.