

FAQ — Claiming Your Prize Online

Prizes between \$600.01 and \$50,000

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Before the online prize claim process

When can I claim a prize online?

You can claim a prize online every day from 5 a.m. to midnight.

Which cash prizes can be claimed online?

Winning draw-based lottery, scratch game or online betting tickets purchased in Québec with prizes worth between \$600.01 and \$50,000 can be claimed online.

Currently, you can only claim a prize online if you are the sole owner of the ticket and the sole winner of the associated prize.

Read the [Prize Claims](#) section for more information.

In addition to my cash prize, I won one or more free plays. How can I collect them if I claim my prize online?

Your free play(s) will automatically be issued for the draw following your online claim. We'll email to let you know your claim has been processed and that you can collect and check your free play(s) at a Loto-Québec retailer by showing them your original ticket.

If you won your free play(s) with a group play ticket (Formule groupe or Formule super groupe), they'll be issued automatically for the draw that follows the one when they were won.

Note that you cannot select or change your free plays or selections, and that Extra cannot be added.

I'm in charge of a group. Can I claim a group prize online?

No.

Only claimants who are the sole owners of the winning ticket can claim prizes online for now.

Read the [Prize Claims](#) section for more information.

How long will it take before I receive the prize I claimed online?

If your prize claim is complete and complies with all the requirements, we will process it within 48 hours of the next business day.

If any required information is missing from your ticket, a Loto-Québec employee will contact you to obtain it.

Payment time varies according to the payment method selected:

- Interac e-Transfer Autodeposit: 48 hours
- Direct Deposit: Up to 5 business days
- Deposit into your lotoquebec.com account: 3 to 5 days
- Cheque: Up to 20 business days

Please note that some payment methods may not be available depending on the prize amount.

Can I claim my cash prize between \$600.01 and \$50 000 differently?

Yes.

You can also claim a cash prize between \$600.01 and \$50 000 in person at one of our payment centres (some prize claim offices are currently open by appointment only) or by mail.

Read the [Prize Claims](#) section for more information.

Do I need a lotoquebec.com account?

No.

A lotoquebec.com account is not necessary.

Do I need an email address?

Yes.

We use your email address to send you an email confirmation that we received your claim request. We'll send a second email to this address once your prize has been paid.

If you won a free play in addition to your cash prize, we'll email you again to let you know how to get your free play.

What do I have to do before starting the online prize claim process?

Check your ticket to see if you've won

To do so, go to the [Online Ticket Checker page](#), click on the type of ticket you want to check, then on "Next" and enter the control number on your ticket. You can also check your ticket using the Lotteries app.

If you've won a prize you can claim online:

Get your winning ticket ready

Check that you've signed the front of the ticket and completed the information on the back.

If your ticket is a scratch ticket, make sure that you've scratched the control number entirely without damaging it and that it's visible.

Take photos of your winning ticket

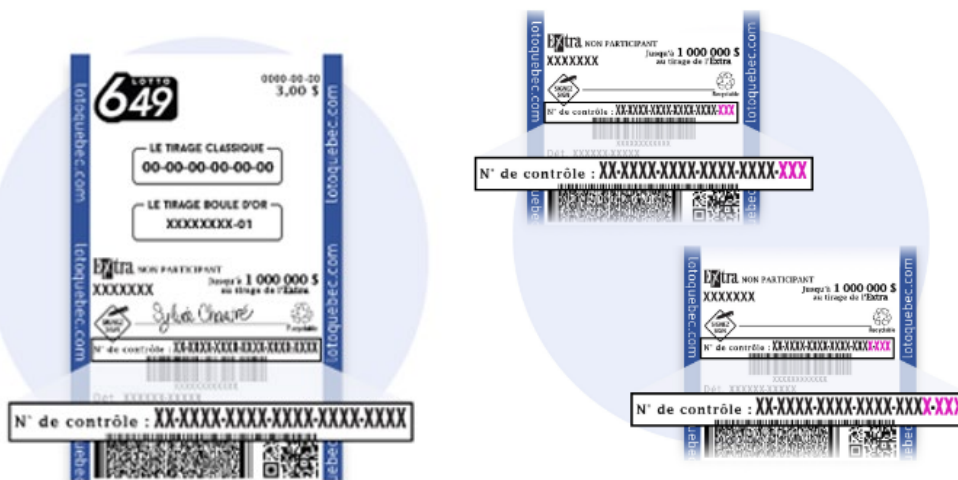
Take four photos: one of the front, one of the back, a close-up of the control number, and a close-up of your contact information written on the back. The photos must be saved in one of these formats: PDF, PNG, JPG, JPEG or PJPEG.

Where's the control number on my ticket?

On scratch tickets, the control number is hidden underneath the scratch-off area. It could be printed either horizontally or vertically.



On draw-based lottery or sports betting tickets, the control number is toward the bottom of the ticket.



During the online prize claim process

How do you ensure the privacy of my personal information?

Loto-Québec is committed to protecting your privacy and undertakes to process the information you provide in compliance with its [Privacy Policy](#).

I've entered my ticket's control number, but the option to claim my prize online doesn't appear. Why is that?

Right now, the only prizes that can be claimed online are cash prizes between \$600.01 and \$50 000 and prizes in categories 1, 2 and 3 of the Cadeau surprise lottery game.

If your ticket is for another prize type, a free scratch ticket or upcoming draws, you can claim your prize at a retailer, in person at one of our payment centres (some prize claim offices are currently open by appointment only) or by mail.

Read the [Prize Claims](#) section for more information.

PHOTOS OF THE TICKET

Which photos of my ticket must I provide?

You have to provide four photos of your ticket with your online prize claim request: one of the front, one of the back, a close-up of the control number, and a close-up of your contact information written on the back.

The photos must be saved in one of these formats: PDF, PNG, JPG, JPEG or PJPEG.

Must I keep my original winning ticket?

Yes.

Keep your original ticket for at least 12 months after you've received your prize.

Why do I have to provide four photos of my ticket?

With those four photos, we can check that you've correctly signed the ticket, confirm the win and begin the prize claim process.

How do I add the photos of my winning ticket?

There are two ways to add the required photos to your online prize claim.

Method #1: Drag and drop

Start by opening the folder where you saved your photos. Then drag and drop them, one at a time, in the correct area:

- The first one is for the front of the ticket.
- The second one is for the back of the ticket.
- The third one is for the ticket's control number.
- The fourth one is for your contact information written on the back of the ticket.

Method #2: Select a file

First, click on "Select a file" in the area for the front of the ticket. Go to the folder where you saved your photos. Select the photo of the front of the ticket and click on "Open." You've added the first photo.

Repeat this step for the sections on the back of the ticket, the control number, and your contact information, choosing the relevant photo each time.

I'm trying to add a photo of my ticket, but it doesn't appear among my choices. Why is that?

If your photo doesn't appear among the options of documents to upload to our site, it's because it's not saved in an accepted file format. These are the accepted file formats:

- PDF
- PNG
- JPG

- JPEG
- PJPEG

Save your document in one of these formats, and it'll appear among your choices.

Note that the maximum size of the photos you can upload is 10 MB per photo.

CONTACT INFORMATION

Why do you ask me for my phone number?

We need a phone number to contact you in case we have to ask you for additional information to process your prize claim.

I'm logged in to my lotoquebec.com account but can't change my first or last name or email address. Why is that?

The information is also used in your online gaming account, so it can't be changed.

I'm logged in to my lotoquebec.com account but can't enter an address outside Québec. Why is that?

You can't change the address on your lotoquebec.com account for one outside of Québec because you must be a resident of Québec to have an account.

If you've moved outside Québec since creating your account, you'll have to claim your prize without logging in.

For more information, contact the Customer Service Centre at 1-866-611-5686.

Why can't I enter an address outside of Canada?

We can only send gifts by mail to Canadian addresses for legal reasons. If you live outside Canada, please call us at 1-514-499-5075 or email us at service_clientele@loto-quebec.com.

Can I edit my contact information after completing the online prize claim process?

For this type of request, please give us a call at 1-866-611-5686.

QUESTIONS ABOUT THE RELATIONSHIP TO LOTO-QUÉBEC

Why do I need to answer questions about my relationship to Loto-Québec?

You need to answer questions about your relationship to Loto-Québec if your prize is \$2,000 or more. These questions enable us to ensure that we pay out the prize to the ticket's legitimate owner.

The same questions are on the prize claim form that must be filled out by winners who claim their prize other than online.

Read the [Prize Claims](#) section for more information.

What's a Loto-Québec Merchandising Expert?

A Merchandising Expert is an independent subcontractor that ensures the liaison between Loto-Québec and its retailers.

Which are Loto-Québec's subsidiaries?

Loto-Québec's subsidiaries include the Montréal, Lac-Leamy, Charlevoix and Mont-Tremblant casinos.

Refer to the [list of Loto-Québec's subsidiaries](#).

ID DOCUMENT

Why must I provide a photo of an ID document?

You must provide a photo of a valid, i.e., not expired, ID document if your prize is 2,000 or more.

With this photo, we can verify your identity.

These are the forms of ID we accept:

- Driver's licence: photo of the front,
- Health insurance card, or
- Passport: your photo and signature must be visible.

Note that the maximum size of the photos you can upload is 10 MB.

How do I add the photo of my ID document?

There are two ways to add the required photo to your online prize claim.

Method #1: Drag and drop

Start by opening the folder where you saved your photo. Then drag and drop it in the appropriate section.

Method #2: Select a file

First, click on "Select a file". Go to the folder where you saved your photo. Select the photo of your ID document and click on "Open." You've added the photo.

I'm trying to upload my ID document, but the file doesn't appear among my choices on your website. Why is that?

If your ID document isn't showing up among the file options to upload, it isn't saved in an accepted file format. These are the accepted file formats:

- PDF
- PNG
- JPG
- JPEG

- PJPEG

Your ID document will appear among your file options to upload on our website once you've saved it in one of these formats.

Note that the maximum size of the photos you can upload is 10 MB.

What should I do if I don't have any of the required ID documents or if they're expired?

Here are your options:

1. Obtain one of the required ID documents or renew your expired ones before claiming your prize.
2. If you can't obtain a new ID document or renew an existing one before your ticket's claim deadline, send us a photo of your expired ID document or any other ID document that can help us identify you. Loto-Québec will contact you afterwards.

QUESTIONS ON THE TICKET

Why do I need to answer questions about my ticket?

You need to answer the questions about your ticket purchase if your prize is \$2,000 or more.

Your answers enable us to ensure that we pay out the prize to the ticket's legitimate owner.

The same questions are on the prize claim form that must be filled out by winners who claim their prize other than online.

Read the [Prize Claims](#) section for more information.

What should I do if I don't know where the ticket was purchased?

Answer the questions as best as you can.

We'll call you only if we're missing information about your prize claim.

TICKET CONTROL NUMBER

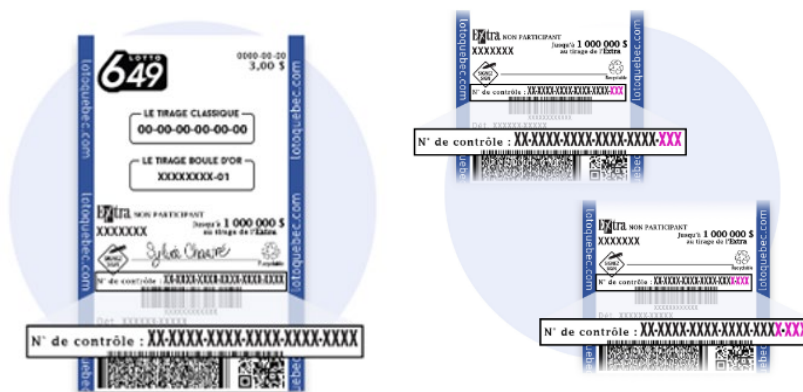
I can't enter the last three or four digits of my ticket's control number. What should I do?

Enter the last three digits of your scratch ticket control number or the last four digits of your draw-based lottery or sports betting ticket.

On scratch tickets, The control number is hidden underneath the scratch-off area. It could be printed either horizontally or vertically.



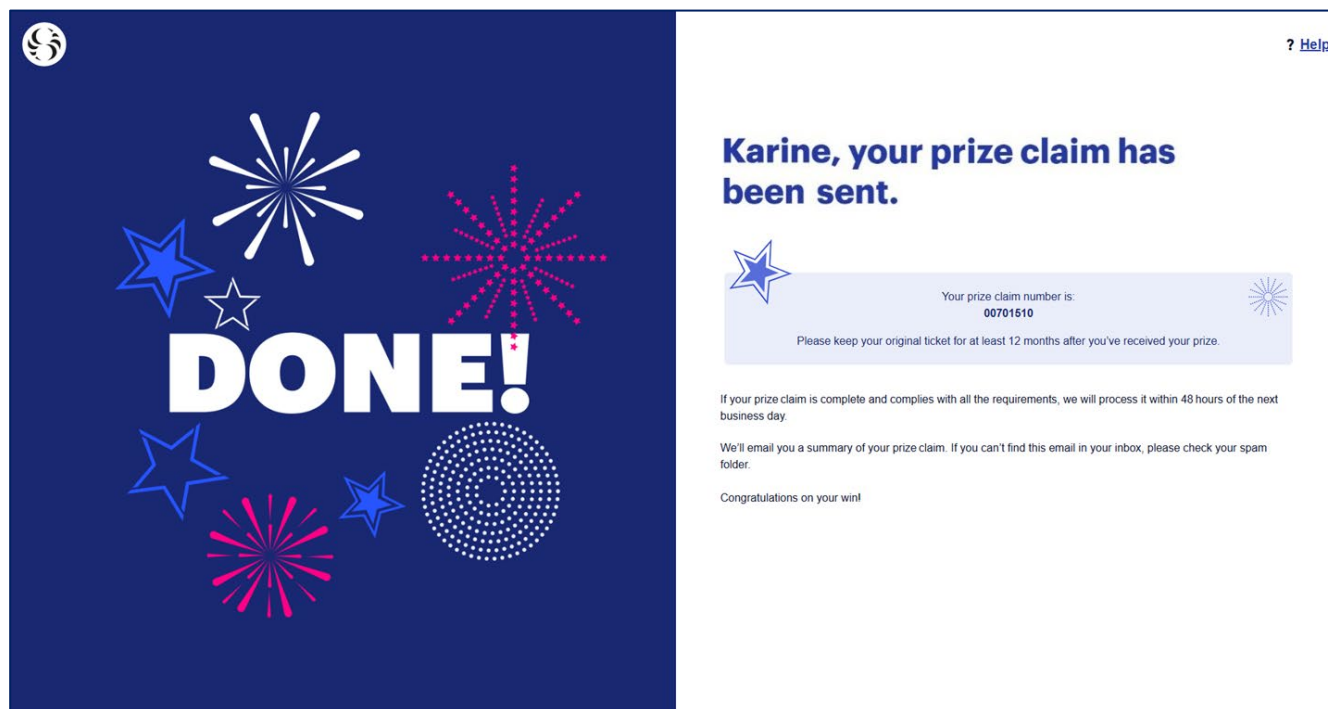
On draw-based lottery or sports betting tickets, the control number is toward the bottom of the ticket.



CONFIRMATION OF THE ONLINE PRIZE CLAIM REQUEST

How will I know whether my online prize claim was sent correctly?

You'll see a message on your screen confirming your online prize claim request was sent during the last step of your request (*see the example below*).



After this, you'll receive a confirmation email from Loto-Québec.

I didn't receive a confirmation email from Loto-Québec. What should I do?

We suggest that you check the spam folder of your email account. The confirmation email may be there.

After the online prize claim process

PRIZE PAYOUT

When and how will I receive my prize?

If your prize claim is complete and complies with all the requirements, we will process it within 48 hours of the next business day.

If any required information is missing from your ticket, a Loto-Québec employee will contact you to obtain it.

Payment time varies according to the payment method selected:

- Interac e-Transfer Autodeposit: 48 hours
- Direct Deposit: Up to 5 business days
- Deposit into your lotoquebec.com account: 3 to 5 days
- Cheque: Up to 20 business days

Please note that some payment methods may not be available depending on the prize amount.

I received an email informing me that I have to collect the free play I won. What should I do?

Your free play has automatically been issued for the draw following your online claim. We sent you this email to let you know your claim has been processed and that you can collect and check your free play(s) at a Loto-Québec retailer by showing them your original ticket.

If you won your free play with a group play ticket (Formule groupe or Formule super groupe), it'll be issued automatically for the draw that follows the one when it was won.

Note that you cannot select or change your free plays or selections, and that Extra cannot be added.

How much time do I have to collect the free play I won?

Your free play is valid for one year from the date of the draw for which it was issued. If you collect it after that time, you won't be able to claim any prize you could have won with it.

Must I keep my original ticket?

Yes.

Keep your original ticket for at least 12 months after you've received your prize.

I've sent my online prize claim request, but I made a mistake in my address. What should I do?

For this type of request, please give us a call at 1-866-611-5686.

My contact information has changed. How do I update it?

For this type of request, please give us a call at 1-866-611-5686.

How do I make sure my online prize claim is complete and accurate?

After receiving your online prize claim request, we'll only call you if we're missing information about your prize claim. If we don't call you, your claim is complete and complies with the terms and conditions.

Can I enter a 2nd Chance promotion with a winning ticket claimed online?

Yes. For more information, refer to [Home - 2nd Chance](#).

Payment methods

Why can't I see all payment methods available?

If a payment method is not displayed on the page, then it's not available for the claim you're entering.

Payment methods may vary between claims. We always display the payment methods that apply to your claim.

I received a payment confirmation email saying that the payment method used was different from the one I chose. Why is that?

If your identity can't be confirmed or a technical failure occurs, Loto-Québec reserves the right to replace the payment method you selected with another.

INTERAC E-TRANSFER AUTODEPOSIT

What prizes can be paid via Interac e-Transfer?

Cash prizes up to \$25,000 can be paid via Interac e-Transfer.

What are the benefits of choosing Interac e-Transfer as a payment method?

Paying with Interac e-Transfer is an easy, fast and safe solution.

What criteria must I meet to receive my payment via Interac e-Transfer?

To receive your prize via Interac e-Transfer:

- The transfer must be made to a Canadian account in your name.
- The Autodeposit feature must be activated in your account.

When will I receive my prize if it's paid via Interac e-Transfer?

If your prize claim is complete and complies with all the requirements, we will process it within 48 hours of the next business day. We'll email you to let you know your prize has been paid.

Autodeposit transfers are instantaneous but may take up to 48 hours to be processed, depending on your financial institution.

How do I activate the Autodeposit feature in my bank account?

Ask your financial institution if it offers the Interac e-Transfer Autodeposit feature and how to activate it.

How do I know if my bank account's Autodeposit feature is activated?

If you don't need to answer a security question or enter a password to receive an Interac e-Transfer, your account's Autodeposit feature is activated.

We invite you to check your online banking service settings to confirm that the Autodeposit feature is activated.

I received a payment confirmation email, but the prize isn't in my bank account. What should I do?

Autodeposit transfers are instantaneous but may take up to 48 hours to be processed, depending on your financial institution.

For more information, check with your bank.

DIRECT DEPOSIT IN A BANK ACCOUNT

What prizes can be paid by direct deposit in a bank account?

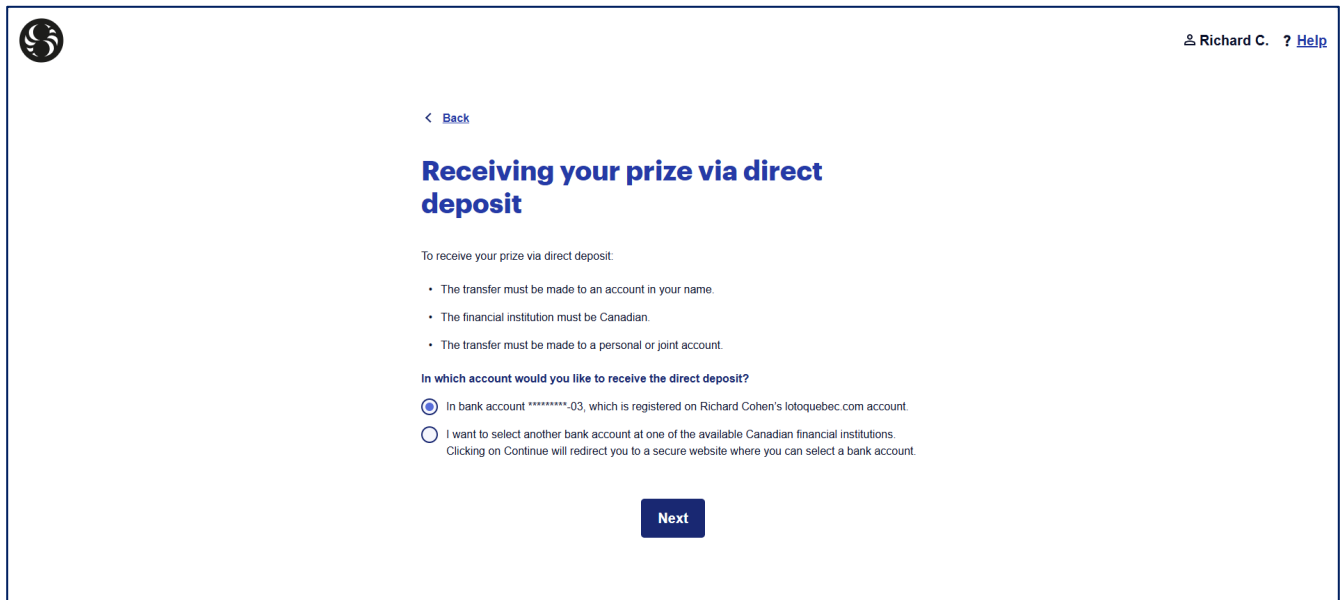
Cash prizes up to \$50,000 can be paid by direct deposit in a bank account.


What criteria must be met for a direct deposit payment in a bank account?

1. If you are logged into your lotoquebec.com account, you must have a lotoquebec.com account and have linked to it a bank account from which you can withdraw deposited funds.

Check out the [FAQ | Online Gaming](#) to learn how to enter or change your banking information in your lotoquebec.com account.

2. You can have your prize deposited in a bank account you hold at any participating Canadian financial institution. When you choose this option, you'll be redirected to a secure site where you can select the bank account you want to use.



 Richard C. ? [Help](#)

[< Back](#)

Receiving your prize via direct deposit

To receive your prize via direct deposit:

- The transfer must be made to an account in your name.
- The financial institution must be Canadian.
- The transfer must be made to a personal or joint account.

In which account would you like to receive the direct deposit?

☒ In bank account *****03, which is registered on Richard Cohen's lotoquebec.com account.

☐ I want to select another bank account at one of the available Canadian financial institutions.
Clicking on Continue will redirect you to a secure website where you can select a bank account.

[Next](#)

When will I receive my prize if it's paid by direct deposit in my bank account?

Depending on your financial institution's terms, depositing the prize in your bank account may take up to five business days.

Will my prize amount be displayed in my lotoquebec.com account balance?

No.

If you've chosen to receive your prize by direct deposit in the bank account linked to your lotoquebec.com account, the prize will be deposited directly in this bank account. So, your prize amount will not be added to your lotoquebec.com account balance.

DEPOSIT INTO THE LOTOQUEBEC.COM ACCOUNT

What prizes can be paid by deposit in the lotoquebec.com account?

Cash prizes up to \$10,000 can be paid by direct deposit in your lotoquebec.com account.

What criteria must I meet for my prize to be deposited into my lotoquebec.com account?

To receive a deposit into your lotoquebec.com account, you must have added your banking information before your claim is processed.

To learn how to enter or change your banking information to withdraw money from your lotoquebec.com account, check out the [FAQ | Online Gaming](#).

When will I receive my prize if it's paid via deposit into my lotoquebec.com account?

If your prize claim is complete and complies with all the requirements, we will process it within 48 hours of the next business day. We'll email you to let you know your prize has been paid.

Payment is instantaneous, but depending on your bank's terms and conditions, withdrawing the money from your lotoquebec.com account may take three to five days.

I received a payment confirmation email, but the prize isn't in my lotoquebec.com account. What should I do?

Payment is instantaneous, but depending on your bank's terms and conditions, withdrawing the money from your lotoquebec.com account may take three to five days.

For more information, please give us a call at 1-866-611-5686.

How can I withdraw money from my lotoquebec.com account?

You must first enter your banking information in your lotoquebec.com account, and then the amount you want to withdraw is in the Withdrawals section. The amount will then be transferred to your bank account per the timeframe set by your bank.

To enter your banking information (or check if you've already entered it):

1. Log in to your lotoquebec.com account
2. Go to the Withdrawals page under **My Espacejeux**
3. Click on **Register a bank account**
4. Follow the instructions

A tutorial is available on this page to help you.

For more information, check out the [FAQ | Online Gaming](#).

CHEQUE

Which prizes can be paid by cheque?

Cash prizes up to \$50,000 can be paid by cheque.

When will I receive my prize if it's paid by cheque?

If your prize claim is complete and complies with all the requirements, we will process it within 48 hours of the next business day.

It may take up to 20 business days to receive your cheque by mail.