

**FOR IMMEDIATE RELEASE**

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SUPPORTING TEXAS EDUCATION  
AND VETERANS

## **TEXAS LOTTERY CLAIM CENTERS TO CLOSE DUE TO COVID-19 PRECAUTIONS**

### **Players encouraged to mail in winning tickets to claim prizes**

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(AUSTIN) – Effective March 20, 2020, as a measure of precaution and to minimize contact between the public and Texas Lottery Claim Center staff, all Texas Lottery Claim Centers are closed until further notice due to the novel coronavirus (also known as COVID-19).

“The health and safety of our employees, players and vendors is and will remain our highest priority,” said Gary Grief, executive director of the Texas Lottery. “We will continue to monitor the developments of this situation day-by-day, while working with the Office of the Governor and other state officials to determine an appropriate time to reopen our Claim Centers.”

All winning scratch and draw game tickets with prizes of up to \$5 million may be claimed at this time via mail. The ticket must be postmarked on or prior to the claim expiration date and should be mailed to:

Texas Lottery Commission  
ATTN: Austin Claim Center  
PO Box 16600  
Austin, TX 78761-6600.

Please allow 4-6 weeks for mail-in claims to be processed. For additional information, and for mail-in claim forms, please visit our website:

[https://www.txlottery.org/export/sites/lottery/Winners/Claim\\_Your\\_Prize/index.html](https://www.txlottery.org/export/sites/lottery/Winners/Claim_Your_Prize/index.html).

All Lotto Texas®, Powerball® and Mega Millions® grand or jackpot prizes regardless of the amount, all prizes paid out in annuity payments, and any prize greater than \$5 million will be processed by appointment only at the Texas Lottery Commission headquarters in Austin. To schedule an appointment, please call 512-344-5049 or email [ClaimantProcessingAlert@lottery.state.tx.us](mailto:ClaimantProcessingAlert@lottery.state.tx.us).

Prizes of \$599 or less may continue to be paid by any Texas Lottery® retailer.

(more)

The Texas Lottery Commission remains operational, with as much staff as possible telecommuting from home. At this time, Texas Lottery drawings will continue to be held as scheduled and Texas Lottery games can be purchased at Texas Lottery retailers, where available. Further updates will be provided as they become available at [www.txlottery.org](http://www.txlottery.org) and on the Texas Lottery's social media accounts.

### About the Texas Lottery

Beginning with the first ticket sold in 1992, the Texas Lottery has generated more than \$30 billion in revenue for the state and distributed \$63 billion in prizes to lottery players. Since 1997, the Texas Lottery has contributed \$24.7 billion to the Foundation School Fund, which supports public education in Texas. As authorized by the Texas Legislature, certain Texas Lottery revenues benefit state programs including the Fund for Veterans' Assistance. Since the first veterans' themed scratch ticket game was launched in 2009, the Texas Lottery has contributed more than \$130 million for programs supporting Texas veterans.

The Texas Lottery provides several entertaining games for lottery players including Powerball<sup>®</sup>, Mega Millions<sup>®</sup>, Lotto Texas<sup>®</sup>, All or Nothing<sup>™</sup>, Texas Two Step<sup>®</sup>, Pick 3<sup>™</sup>, Daily 4<sup>™</sup>, Cash Five<sup>®</sup> and scratch ticket games. For more information visit us on Facebook, Twitter, Instagram, YouTube or at [www.txlottery.org](http://www.txlottery.org). PLAY RESPONSIBLY.

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