

In response to the COVID-19 pandemic, to ensure the health and safety of players and employees and to encourage social distancing, the Vermont Lottery will be processing claims through the mail or by appointment only.

The People's United Bank is now processing claims in all Vermont branches from 8:00am-4:00pm, Monday-Friday.

To claim your prize by mail:

- Sign and complete the back of the ticket
- Print and fill out a claim form <https://vtlottery.com/sites/default/files/pdf/WinnerClaimForm.pdf>
- Make and retain a copy of the front and back of your ticket and claim form
- Place the original ticket and claim form in an envelope
- Include your return address on the envelope
- Address the envelope to:
Vermont Lottery Claims Department
1311 US Route 302 Suite 100
Barre, VT 05641
- You may want to consider sending your claim in a way that it can be tracked.
- Please allow 5-7 business days for processing

Please note:

- For draw-based games players have 12 months from the date of the draw to claim their prize
- For Instant tickets, players have 12 months from the date the game is closed to claim their prize. For information on Instant game expiry dates see: <https://vtlottery.com/games/instant-tickets/last-day-to-redeem>

To claim a prize by appointment:

The Vermont Lottery is now offering limited office hours to players with an appointment. Upgrades to the Lottery office entrance allows us to have a player come into the lobby safely. Appointments will be made for players claiming a ticket/s over the amount a Lottery Agent can cash, those amounts can be found at <https://vtlottery.com/about/faq/what-if-i-win>.

We are taking strict precautions to ensure the health and well-being of the public.

- Masks must be worn when entering the building
- Only **one** person allowed in the lobby at a time
- No pictures will be taken
- No loitering
- No sales of lottery products
- 9:00am-12:00pm and 1:00pm-3:00pm

The lobby will be sanitized between each appointment. **Appointments can be made by calling the Lottery office at 802-479-5686 or 800-322-8800.**

Everyone's patience and good judgement to limit in-person transactions is very appreciated during this time.