

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 temporarily suspend accepting claims in-person at the Lottery Headquarters in Berlin. Our lobby will be closed as of Monday March 23, 2020 until further notice. The People's United Bank will not be processing claims for the Vermont Lottery until further notice.

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>

For tickets that are close to expiring or if you are in an emergency situation regarding needing to have your ticket cashed and it is over the amount that a Retail Agent can pay, those amounts can be found at <https://vtlottery.com/about/faq/what-if-i-win>, please call us at 802/479-5686, so that we may discuss options with you. We will be available from 9am-1pm, Monday thru Friday.

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

