

Lottery Games – Frequently Asked Questions (FAQs)

1	Is there a minimum age to play the lottery games?	You must be at least 18 years old to play.
2	How do I play LOTTO, PowerBall and DAILY LOTTO?	The games are played via any of the digital channels and numbers can be selected manually or by using Quick Pick. These numbers are then entered into a draw.
3	What is LOTTO PLUS (1 and 2) and PowerBall PLUS?	These are the same as LOTTO and PowerBall but give you a second chance to win. When buying a LOTTO or PowerBall ticket, you must pay an extra R2.50 per board to be entered into the PLUS draws.
4	What is DAILY LOTTO?	DAILY LOTTO is a new game added to our digital channels. The game can be played every day, from Monday to Sunday. Draws are also done daily, except on Christmas Day.
5	During which times can I buy lottery game tickets?	<p>LOTTO (PLUS 1 and 2) on Wednesday and Saturday: 06:00 to 20:25. Other days (Monday, Tuesday, Thursday, Friday and Sunday): 06:00 to 23:30.</p> <p>PowerBall on Tuesday and Friday: 06:00 to 20:25. Other days (Monday, Wednesday, Thursday, Saturday and Sunday): 06:00 to 23:30.</p> <p>DAILY LOTTO on Monday to Sunday: 06:00-20:25.</p>
6	How much am I charged for each game?	<p>For LOTTO and PowerBall there is a board fee and a convenience fee. For DAILY LOTTO there is only a board fee. Refer to the latest pricing guide at www.nedbank.co.za.</p>
7	Which accounts can I use to buy LOTTO, PowerBall and DAILY LOTTO tickets?	All valid current, savings and credit card accounts can be used.
8	What is the daily limit for lottery games?	The daily limit for lottery games is R1 000.
9	How do I select numbers?	<p>There are two ways that numbers can be selected:</p> <ul style="list-style-type: none"> • by manual selection, where you choose the numbers you want to play; or

	<ul style="list-style-type: none"> using Quick Pick, where the lottery processing system chooses numbers for you.
10 What are the lottery games number ranges per board and what is the maximum number of balls that needs to be selected?	<p>LOTTO – 01 to 52: 6 balls must be selected. PowerBall – 01 to 50: 5 balls must be selected. DAILY LOTTO – 01 to 36: five balls must be selected.</p>
11 Can I replay numbers I have previously played?	Yes, numbers can be replayed from Ticket history when viewing the details of the ticket.
12 How many boards can I buy?	<p>LOTTO and PowerBall – minimum 2 boards and maximum 20 boards. DAILY LOTTO – minimum 2 boards and maximum 5 boards.</p>
13 Can I buy boards for more than 1 draw?	<p>Boards can be purchased for multiple draws:</p> <ul style="list-style-type: none"> For LOTTO and PowerBall there is a maximum of 20 draws. For DAILY LOTTO there is a maximum of 10 draws.
14 Can I get a refund if the draw has not taken place?	Once you buy a ticket and the transaction is successful, you cannot receive a refund.
15 How do I play LOTTO PLUS 1 and 2 and PowerBall PLUS?	<p>LOTTO PLUS 1 can be played only if you have played LOTTO, and LOTTO PLUS 2 can be played only if you have played LOTTO PLUS 1. PowerBall PLUS can be played only if you have played PowerBall.</p>
16 When do draws take place?	<p>LOTTO – Wednesdays and Saturdays PowerBall – Tuesdays and Fridays Daily Lotto – every day, Monday to Sunday There are no draws on Christmas Day.</p>
17 Can I view the winnings numbers and compare the numbers I played?	Yes, there is a result screen for each of the lottery games that displays the winning numbers and your numbers played for that draw.
18 Will I get a notification that I have won?	In-app notifications and SMSs will be sent to both low-tier and high-tier winners.
19 What are low-tier and high-tier winners?	<p>Low-tier winners are winners who have won an amount below R250 000. High-tier winners are winners who have won an amount above R250 000.</p>
20 How do I receive or claim my winnings?	You will receive a payout of all combined winnings (per ticket) of less than R250 000 into your account. The payout will be made

	<p>to the account that you used to buy the ticket(s).</p> <p>Combined winnings (per ticket) that exceed R250 000 will be referred to the lottery operator for payout.</p>
<p>21 What do I need to take to the lottery operator when I go to collect my winnings?</p>	<p>The following details are needed by the lottery operator:</p> <ul style="list-style-type: none"> • Proof of identity. • Proof of banking details. • Reference number (sent to you via the in-app notification and SMS).
<p>22 How long do I have to claim my winnings at the lottery operator?</p>	<p>Winnings must be claimed within 365 days of the date of the respective draw.</p>