



Claim Center Reopening FAQ

Which Claim Centers are open?

Starting July 27th, the following Illinois Lottery Claim Centers will be open from Monday through Friday from 8:30 AM to 4:30 PM by appointment only:

- **Des Plaines** - 9511 Harrison Street, Des Plaines, Illinois 60016
- **Fairview Heights** - 15 Executive Drive, Fairview Heights, Illinois 62208
- **Rockford** - 200 South Wyman, Rockford, Illinois 61101
- **Springfield (Illinois Lottery Headquarters)** - Willard Ice Building (Dept. of Revenue) 101 West Jefferson Street MC 3-915, Springfield, Illinois 62702

The Illinois Lottery Claim Center in the concourse of the James R. Thompson Center (JRTC) located at 100 West Randolph in Chicago, will remain closed at this time.

What should I bring to claim my prize?

- Signed ticket
- Claim form
- Winner questionnaire
- Picture ID
- Proof of Social Security number

What can be used to verify my Social Security number?

The following documents can be used to verify a player's Social Security number: SSN card, federal or state tax return, and W2.

What if I won my prize on iLottery and do not have a physical ticket?

iLottery players do not have a physical ticket, but they are required to bring the following supporting documents:

- ☐ Claim form
- ☐ Winner questionnaire
- ☐ Picture ID
- ☐ Proof of Social Security number

What guidelines should I follow so my lottery prize claim can be processed?

We ask that players follow these guidelines:

- Bring a mask and wear it at all times in the Claim Center.
- Bring a photo ID and proof of Social Security number.
- Bring a signed winning ticket.
- Please come to the Claim Center alone, unless assistance is needed.
- Complete claim form and winner questionnaire prior to arrival to expedite the claim process.
 - ☐ Visit illinoislottery.com/when-you-win to download a claim form and winner questionnaire in a single claim packet [PDF]
 - ☐ Claim forms will also be available at check-in.

What is the process when I arrive at the Claim Center?

The following new process will be in place when claiming a prize in person at one of our Claim Centers:

1. Schedule an appointment on the Illinois Lottery Website

- ☐ Players can select a Claim Center and an available time-slot for their claims appointment upon landing on the scheduling page from the Illinois Lottery website.
- ☐ To reserve a selected time-slot at the chosen Claim Center, players must provide their first and last name, email address, and phone number
- ☐ Upon booking, the player will receive a confirmation of their appointment on the webpage and by email.
- ☐ 24 hours before their appointment, players will receive an email reminder and a text reminder, if they provided a phone number, of their appointment for the following day.

2. Only arrive at a lottery Claim Center at your scheduled time

○ To help protect the health and safety of our players, we ask players to arrive at a Claim Center at their scheduled appointment time to avoid the buildup of crowds and to allow for social distancing.

○ To expedite your Claim Center visit, we ask that you complete your claim form and winner questionnaire and organize your supporting documents ahead of arrival.

3. Claim your prize

○ At around your appointment time, you will be sent to a claims processor, where you will submit your claim and collect your winnings.

○ Everyone must wear a mask at all times, from the moment they enter until the moment they depart the Claim Center building.

Do I need to wear a mask?

Yes, for the health and safety of Lottery players and staff, all people entering a Claim Center building must wear a mask from the moment they enter until the moment they leave the building.

Can I bring family and friends with me to celebrate my win?

Unless you require assistance, we request all players come alone to claim their winnings. At this time we are asking players to comply with the social distancing requirements outlined by the State.

Can I go to a Claim Center to speed up the process on a prize claim I mailed in?

No, if a player has mailed in a claim, they should not visit a Claim Center regarding their claim. The current expectation is that it will take three to four weeks to process your claim.

Where can I download forms to process my claim?

Visit the Illinois Lottery Winning/When You Win page to download the claim form and winner questionnaire in a single claim packet.