

ILLINOIS LOTTERY E-CLAIMS PROCESS FAQ

What prizes can be claimed via the e-claims process?

Illinois Lottery prizes of \$10,000 or less may be claimed via the e-claims process.

Why should I submit an e-claim for my Illinois Lottery prize?

E-claims provide you with a quick and secure method of submitting a claim for your Illinois Lottery prize. E-claims can be found [here](#).

How long will it take after I submit my e-claim to receive payment?

You can expect to receive your check by mail in 3-4 weeks. Every effort will be made to process your claim as quickly as possible. This estimated timeframe is dependent upon several factors, including completion of the claim form, submission of all required documents, and the quality of the uploaded ticket images.

Where will my check be sent?

Your check will be sent to the address you provided as part of the e-claim submission process.

If I have a winning ticket that is over \$10,000, what should I do to claim the prize?

Any winning ticket over \$10,000 must be redeemed by mail or by appointment at an Illinois Lottery Claim Center. Book your appointment [here](#).

Do I have to submit my wins up to and including \$10,000 through the e-claims process?

No. Claiming your prize through the e-claims process is an option, not a requirement. Lottery players with wins of \$600 or less can still redeem their winning tickets at Illinois Lottery retailers, funds subject to availability. All claims of over \$600 through wins up to and including \$10,000 may still be submitted via mail or by appointment at an Illinois Lottery Claim Center.

How many tickets may I submit on an e-claim submission?

You may submit multiple winning tickets in one e-claim session. However, each prize claimed will require its own individual ticket submission. After the submission of your first ticket, you will be given the option to check "Submit Another Ticket." Simply select this option, press "Next," and the e-claim will take you back to the ticket information submission page to start another ticket. The cumulative value of all tickets submitted may exceed \$10,000, but no single ticket valued above \$10,000 will be accepted.

If I submit multiple tickets online, will I receive multiple checks, or will the claims be combined into one check?

The Illinois Lottery will do its best to ensure that individuals who submit multiple tickets in one session receive all winnings in one check.

If I submit my winning ticket through the e-claim process, do I also need to submit my winning ticket through the mail?

No, you should not submit your physical winning ticket by mail after you submit your e-claim. You should keep your winning ticket until you receive your prize.

How long should I keep my winning ticket?

It is recommended that you keep your winning ticket in a safe place until you receive your prize.

The e-claim process requires an image of my winning Instant Ticket. What should I take into account when taking a picture of my ticket?

Please consider the following guidelines when submitting an image of your winning Instant Ticket:

- Before taking a photo of your Instant Ticket, you will need to scratch off all of the latex, to reveal the **line of numbers**, **bar code**, and **ticket number** at the bottom of the ticket.
- You should either scan or photograph the front and the back of your winning ticket for your e-claim submission.
- Please make sure to capture the full ticket in your photo and provide a clear, focused image of the entire front and back of your **signed ticket**.
- Before submitting, please reconfirm that the numbers and symbols on the ticket are visible and in-focus.
- Submitting scanned images and/or photographs that are blurry or out-of-focus will impact and likely delay your e-claim.

Sample of acceptable Instant Ticket submission (front)



Fully
Scratched
Ticket

Line of
Numbers

Bar Code

Ticket
Number

Sample of acceptable Instant Ticket submission (back)



Signed
Ticket

The e-claim process requires an image of my winning Draw Ticket. What should I take into account when taking a picture of my ticket?

Please consider the following guidelines when submitting an image of your winning Draw Ticket:

- You can either scan or photograph the front and the back of your winning ticket for your e-claim submission.
- Please make sure to capture the full ticket in your photo and provide a clear, focused image of the entire front and back of your **signed ticket**, making sure the **bar code** is unobstructed.
- Before submitting, please reconfirm that the numbers and symbols on the ticket are visible and in-focus.
- Submitting scanned images and/or photographs that are blurry or out-of-focus will impact and likely delay your e-claim.

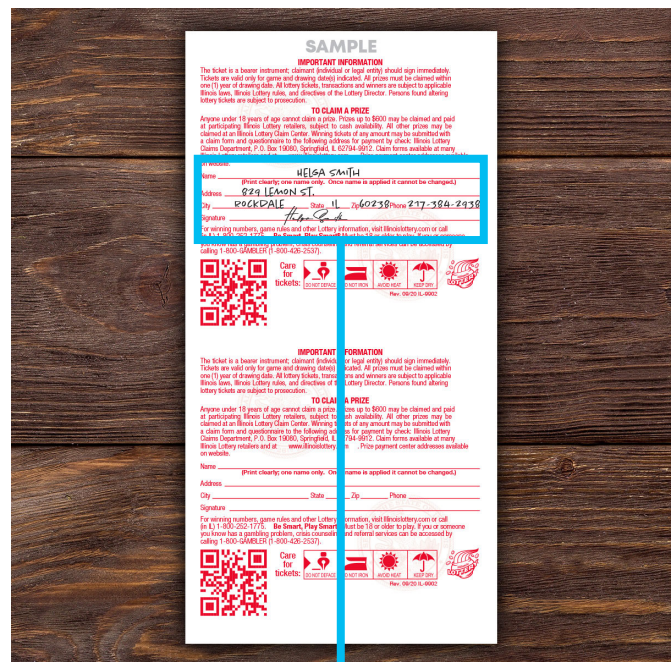
Sample of acceptable Draw Ticket submission (front)



Fully Visible
Ticket

Bar Code

Sample of acceptable Draw Ticket submission (back)



Signed
Ticket

How do I upload my ticket images?

Photos and scans should be uploaded during the e-claim submission process by selecting the “Select File” icon button on the ticket submission screen. Ticket images may be submitted in any of the following formats: .jfif; .jpeg; .jpg; .png; .bmp; .dib; .docx; .doc; .pdf; .mov. Only files of 4.5 MB or less will be accepted.

If I have an iLottery account, can I use the e-claims process to claim my prize?

Yes, iLottery players can claim prizes of \$601 through \$10,000 via the e-claims process. When submitting an e-claim, players must select “iLottery” on the ticket submission page and follow the instructions for an iLottery win. Players will need to submit their iLottery e-claim using the same personal information (i.e., player’s name, date of birth, and social security number) associated with their account.

Can my winnings be directly deposited into my iLottery account or to my bank account?

No. Currently, winnings claimed through the e-claim process will only be issued by check and sent through the mail.

If I submit multiple tickets online, can I combine iLottery wins with tickets purchased in retail?

Yes, you can submit winning tickets from both iLottery and retail tickets in the same e-claim session, but each win will have to be submitted separately. The cumulative value of all tickets submitted may exceed \$10,000 but no single ticket valued above \$10,000 will be accepted.

Will I receive an email confirmation when I submit my e-claim?

No, at this time you will not receive an email confirmation upon submission of your e-claim. You are encouraged to save the 8-digit case number provided at the end of each ticket submission for reference. This number will be helpful if you need to reference a specific submission with Illinois Lottery Claims staff.

What happens if I don't remember my case number?

If you cannot remember your e-claim case number, the Illinois Lottery Claims staff can look up your submission, based on other personal information submitted on the e-claim, such as name, address, etc.

Why do you need my email address for my e-claim?

The Illinois Lottery needs your email address in order to contact you should there be an issue with your submission.

How will I know if there are issues with my claim?

The Illinois Lottery will contact you directly by email or phone should there be an issue with your claim.

What happens if I don't sign my ticket?

You are strongly encouraged to sign the back of your winning ticket prior to taking a picture of it for your e-claim. If you do not sign the back of your ticket prior to submission, the Illinois Lottery may not be able to complete the processing of your e-claim. This will likely delay the timeframe in which you will receive your prize.

What browser can I use when submitting an e-claim?

The e-claims process supports most major browsers and is optimized for newer browsers and some older browsers, such as Internet Explorer. It is recommended that you use: Microsoft Edge, Google Chrome, Apple Safari, or Mozilla Firefox.

Can I submit an e-claim as a group or corporation?

The e-claim process is not designed for group claims at this time. Players who wish to claim a prize as a group or corporation must do so in-person by appointment at one of the Illinois Lottery Claim Centers.

If I submit an e-claim, but I can get into a claim center sooner, can I take my physical ticket to a claim center and get paid?

Yes. However, when claiming your physical ticket in-person, please let the Lottery staff know you have submitted an e-claim for the ticket you are presenting, so the staff may cancel the e-claim. If a check has already been issued due to the e-claim submission, you will have to wait for the check in the mail. Claim center staff will not void/reissue an e-claim issued check at your in-person appointment.



ILLINOIS IS FULL OF WINNERS®



Be Smart, Play Smart® Must be 18 or older to play. If you or someone you know has a gambling problem, crisis counseling and referral services can be accessed by calling 1-800-GAMBLER (1-800-426-2537). For additional info or to exclude yourself, call 1-800-252-1775 or visit illinoislottery.com.