

iLottery Voluntary Self-Exclusion List Terms and Conditions

Effective July 27, 2026

1. Scope and Purpose

In this document the Massachusetts State Lottery Commission (“Lottery”) sets forth the terms and conditions of the iLottery voluntary self-exclusion list (referred to herein as “iLottery VSE List”). In accordance with M.G.L. c. 10, § 24(b)(iii) and 961 CMR 2.69(7), an iLottery VSE List shall be maintained consisting of individuals who have voluntarily self-excluded themselves from:

- Being able to deposit funds into their iLottery Account;
- Being able to purchase Lottery tickets and play Lottery games via the iLottery Platform;
- Being eligible for promotional offers relating to iLottery Account deposits and purchases and plays via the iLottery Platform; and
- Being directly sent any Lottery marketing communications by the Lottery.

An individual on the iLottery VSE List will still be able to withdraw funds, including prize winnings deriving from purchases of Lottery tickets and games via the iLottery Platform prior to being placed on the iLottery VSE List and the list data being uploaded and applied into the iLottery Platform, make certain changes to their iLottery Account, and access retail features.

The iLottery VSE List shall consist of names and information relative to those individuals who have complied with these terms, conditions, and requirements. The Lottery has retained the services of the Massachusetts Gaming Commission (“MGC”) to administer its voluntary self-exclusion program such that it will include the enrollment and maintenance of the iLottery VSE List. Enrollment on, and maintenance of, the iLottery VSE List will be administered by the MGC and its subcontractor.

2. Placement on the iLottery Voluntary Self-Exclusion List

a. An individual whose name is placed on the iLottery VSE List which has been uploaded and applied into the iLottery Platform, for the duration of the exclusion period and until after the completion of the required reinstatement session, will be prohibited from: (i) depositing funds into their iLottery Account; (ii) purchasing Lottery tickets and games via the iLottery Platform; (iii) being eligible for promotional offers relating to iLottery Account deposits and purchases and plays via the iLottery Platform; and (iv) being directly sent any Lottery marketing communications by the Lottery.

b. An individual may request to have their name placed on the iLottery VSE List by completing the application and procedure outlined herein:

- i. Applications shall be submitted in a format approved by the MGC, and acceptable to the Lottery, and shall be available on the MGC’s website.

- ii. An application for placement on the iLottery VSE List may only be accepted, and an intake performed, by an available designated agent. A designated agent is any individual authorized by the MGC for the purpose of administering its voluntary self-exclusion program including, but not limited to, a player health advisor, a health or mental health professional, or an employee of the MGC or other government entity.
- iii. Upon submission of an application, a designated agent shall review with the applicant the contents and statements contained in the application. If the application is complete, the designated agent shall sign the application indicating that the review has been performed and the application has been accepted.
- iv. A designated agent may decline to sign an application if (a) any required information is not provided; or (b) they are of the belief that the applicant is not capable of understanding the responsibilities and consequences of being placed on the iLottery VSE List.
- v. Designated agents completing an electronic form of the approved application shall deliver electronically the signed application for voluntary self-exclusion to the MGC immediately upon completion. Designated agents completing a paper form of the approved application shall forward the signed application for voluntary self-exclusion to the MGC within 48 hours of completion in a manner directed by the MGC.
- vi. Upon receipt of an application, the MGC, or its designee, shall review it for completeness. If the application is incomplete, the MGC, or its designee, may deny the application and make efforts to contact the applicant advising them of such. If the application meets all terms, conditions, and requirements as established by the Lottery, the MGC shall approve the application and upon approval the MGC will make this data available to the Lottery in an electronic file. It is expected that on a daily basis, the Lottery will pull the data in the electronic file and upload and apply the updates to the iLottery Platform.
- vii. If the applicant has elected the services identified in section 3.i. below, the designated agent shall contact the designated coordinating organization for the provision of requested services.

3. Contents of the Application

The application to be placed on the iLottery VSE List shall require, at a minimum, the following content:

- a. Name, home address, email address, telephone number, date of birth, last four digits of social security number of the applicant, and any other information required by the MGC and Lottery;
- b. An acknowledgment by the applicant that the applicant will not deposit any funds into their iLottery Account and will not purchase Lottery tickets or games via the iLottery

Platform for the duration of the exclusion period and until after the completion of the required reinstatement session, and that it is the applicant's responsibility to refrain from making any such deposit or purchase;

- c. An acknowledgment by the applicant that the applicant shall not be eligible for iLottery promotional offers for the duration of the exclusion period and until after completion of the required reinstatement session;
- d. An acknowledgment by the applicant that by placing the applicant's name on the iLottery VSE List and the list data being uploaded and applied in the respective system(s), the prohibitions identified herein, or similar prohibitions, may apply to all forms of gaming chosen by the applicant and offered by any entities or establishments licensed by the MGC, as well as by any affiliates of such entities, whether within Massachusetts or another jurisdiction;
- e. An acknowledgment by the applicant that if the applicant violates the agreement to refrain from depositing funds into their iLottery Account or refrain from purchasing Lottery tickets or games via the iLottery Platform, the applicant shall notify the Lottery of such violation within 24 hours of the violation;
- f. A passport style photo of the applicant without headwear, unless worn daily for religious purposes and provided that the applicant's facial features are not obscured;
- g. A statement from the applicant that one or more of the following apply:
 - i. They identify as a problem gambler, which is hereby defined as an individual who believes their gambling behavior is currently, or may in the future without intervention, cause harm in their life or in the lives of their family, friends, and/or co-workers;
 - ii. They feel that their gambling behavior is currently causing problems in their life or may, without intervention, cause problems in their life; or
 - iii. There is some other reason why they wish to add their name to the iLottery VSE List.
- h. An election of the duration of the exclusion in accordance with section 4 below;
- i. An offer by the designated agent completing the self-exclusion application to assist the applicant in accessing information about gambling disorders, self-guided help, peer-support, or counseling services with a clinician approved by the Massachusetts Department of Public Health or otherwise licensed or certified through a process or program recognized by the MGC;
- j. An acknowledgment by the applicant that they are submitting the application freely, knowingly, and voluntarily;

k. An acknowledgment by the applicant that the MGC may de-identify or anonymize information contained in the iLottery Voluntary Self-Exclusion list and may further disclose this information to one or more research entities selected by the MGC for the purpose of evaluating the effectiveness and ensuring the proper administration of the voluntary self-exclusion process;

l. A statement that the applicant is not under the influence of a substance or suffering from a health or mental health condition that would impair their ability to make an informed decision;

m. An agreement releasing the Commonwealth of Massachusetts, the Lottery, the MGC, any licensee thereof, and all affiliated employees from any claims associated with the applicant's breach of the agreement; and

n. An acknowledgment by the applicant that once their name is duly placed on the iLottery VSE List, there is no appeal available to be removed from such list prior to the end of the duration of the exclusion period.

4. Duration of Exclusion and Reinstatement from the iLottery VSE List

a. As part of the request for voluntary self-exclusion, the individual must select the duration for which they wish to be voluntarily excluded. An individual may select any of the following time periods as a minimum length of exclusion:

- i. One year;
- ii. Three years;
- iii. Five years; or
- iv. Lifetime. (An individual may only select the lifetime duration if their name has previously appeared on the voluntary self-exclusion list for at least six months.)

b. An individual on the iLottery VSE List may not apply to decrease the duration of exclusion. An individual who is on the iLottery VSE List may submit a request to increase the minimum length of exclusion.

c. Upon expiration of the selected duration of exclusion, individuals may request that their name be removed from the iLottery VSE List or petition for exclusion for a new duration. Individuals shall remain on the list after the expiration of the selected duration of exclusion until such time as they submit a petition for removal in accordance with section 4.d. below and such petition is accepted by the MGC or its designee.

d. At any time after the expiration of the selected duration of exclusion, an individual may request that their name be removed from the iLottery VSE List by submitting a petition for removal to the MGC or a designated agent. The petition shall include confirmation from a

designated agent that the individual completed a reinstatement session in accordance with section 4.e. below. Any petition for removal received by the MGC or a designated agent prior to the expiration of the duration of the selected exclusion period shall be denied.

The Lottery shall accept a successfully completed petition for removal provided by the MGC. An individual who has selected a lifetime duration in accordance with section 4.a.iv. may not submit a petition for removal of their name from the iLottery VSE List. An incomplete application, including one that fails to demonstrate completion of a reinstatement session in accordance with section 4.e. below, shall be denied until such time as the application is completed.

e. To be eligible for removal from the iLottery VSE List, the petitioner shall participate in a reinstatement session with a designated agent. The reinstatement session shall include a review of the risks and responsibilities of gambling, budget setting and a review of problem gambling resources unless the petitioner declines such a review. Upon completion of the reinstatement session, the designated agent shall sign the individual's petition for removal from the iLottery VSE List attesting to the fact that the reinstatement session was conducted. The designated agent shall submit an electronic verification to the MGC or its designee that the petitioner has completed a reinstatement session. The designated agent shall provide a copy of the electronic verification that the petitioner has completed a reinstatement session to the petitioner along with a receipt from the MGC verifying said completion.

f. The MGC shall make available to the Lottery any applicable verification data in an electronic file with iLottery VSE list data, and upon the Lottery's uploading and applying of updates to the iLottery Platform, the petitioner shall be deemed to be removed from the iLottery VSE List.

g. If a petitioner does not meet the eligibility requirements for removal from the iLottery VSE List as provided herein, the petition shall be denied. The petitioner shall be notified of the denial by the MGC or its designee by email or first-class mail to the email or home address provided by the petitioner in the petition. In the event of a denial of a petition, the individual shall remain on the iLottery VSE List until such time as the eligibility requirements have been satisfied.

h. An individual whose name has been removed from the iLottery VSE List may reapply for placement on the list at any time by submitting an application in accordance with these terms and conditions.

5. Maintenance and Custody of the iLottery VSE List

a. On a daily basis the Lottery shall upload and apply updates to its iLottery Platform from the current iLottery VSE list data file made available by the MGC.

b. The Lottery considers the iLottery VSE List to be exempt from disclosure under M.G.L. c. 4, § 7(26).

6. Winnings Derived from Improper Purchases and Collection of Debts

- a. The Lottery shall not be obligated to pay any winnings derived from purchases of Lottery tickets or games via the iLottery Platform that occurred while the individual was prohibited from such purchases by virtue of having their name placed on the iLottery VSE List and the list data being uploaded and applied to the iLottery Platform. An individual who is on the iLottery VSE List and whose data has been updated and applied to the iLottery Platform shall not be entitled to recover losses as a result of prohibited purchases of Lottery tickets or games via the iLottery Platform. An individual who has successfully submitted an application to have their name placed on the iLottery VSE List but whose data has not yet been updated and applied to the iLottery Platform shall not be entitled to recover losses as a result of purchases of Lottery tickets or games via the iLottery Platform.
- b. Nothing herein shall be construed to prohibit the Lottery or any other board, commission, agency, department, division, council, bureau or office of the Commonwealth of Massachusetts from seeking payment of a debt from an individual whose name is on the iLottery VSE List.