

iLottery Cool-Off Terms and Conditions

Effective July 27, 2026

1. Scope and Purpose

The Massachusetts State Lottery Commission (“Lottery”) allows individuals to utilize the cool-off feature of its iLottery Platform. A cool-off period allows an individual to voluntarily restrict 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.

Individuals are able to restrict their access to the above iLottery features for periods that range from 24 hours to six months.

While in a cool-off period, an individual will still be able to withdraw funds, including prize winnings deriving from purchases of Lottery tickets and games via the iLottery Platform prior to entering into the cool-off period, make certain changes to their iLottery Account, and access retail features.

2. Process for Entering into a Cool-Off Period

To enter a cool-off period, the individual must be logged into their iLottery Account and go to the “Cool-Off” section in “MY ACCOUNT” and utilize the dropdown box to select a “Cool-Off” duration and click submit. The individual acknowledges they will temporarily prohibit 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. Further, the individual must acknowledge that any attempt to deposit funds into their iLottery Account or any attempt to purchase Lottery tickets or play Lottery games via the iLottery Platform may be rejected or voided by the Lottery. The cool-off period will begin immediately upon the individual’s selection of duration and submission to enter a cool-off period via their iLottery Account.

3. Duration of Cool-Off Period

Cool-off periods range from 24 hours to six months. Available cool-off period durations include the following: 24 hours, three days, seven days, 15 days, one month, three months, and six months. Once in a cool-off period, an individual may not decrease, cancel, or change its duration. Upon expiration of the selected duration of a cool-off period, a pop-up will be presented to the individual on their iLottery Account that provides them with the option to

extend the cool-off period, or to acknowledge the end of cool-off period message and reinstate their iLottery Platform access to allow them to:

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

4. 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 them being in a cool-off period. An individual who is in a cool-off period 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 submitted a request to enter a cool-off period which has not yet been implemented in 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 who is in a cool-off period.