

Hi

I would like to be included in the consultation on behalf of Claire House Children's Lottery

#### Question 9

Agree with the below two statements as it confirms and provides proof of the lottery date entered into and cost. It should also include details of self exclusion (how to) to ensure that we can protect people that have gambling issues

And should be shown on monthly bills as this would also protect the underage as most people under 18 would have a guardian paying the bill on a contract.

SOL6 Each time the consumer incurs a charge to participate in a society lottery whether this involves a single charge or a recurring charge, a receipt must be sent to them in either SMS or email formats as soon as is reasonably practicable. This receipt must detail the name of the service, the cost of using the service or products purchased, and the name and contact details of the provider.

SOL7 For each and every draw entered, once payment has been made, consumers must be issued with a valid ticket of entry to the society lottery, containing all relevant ticketing information as required in law<sup>9</sup>. Each ticket issued in conjunction with a subscription charge should include information about the method of exiting the phone-paid service, including instructions on the use of the STOP command.<sup>10</sup>

These receipts and / or lottery tickets are designed to raise awareness of consumer spend and equip consumers as they manage their use of these gambling services. Where subscription services are operated, normally there would be an expectation for spend reminders to be issued every month or after £20.45 (inclusive of VAT) is spent. The PSA has considered whether this requirement is necessary in conjunction with the issuance of tickets in compliance with SOL7 above.

Thank you

Vicky

**Vicky McKellar**  
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