# CLAIM FOR LOST / DAMAGED / ERROR TICKETS RETAIL AND ONCOURSE – ACT

## CLAIMS INFORMATION

If you wish to make a claim to Tabcorp for a lost/damaged/stolen ticket or in relation to an error relating to a ticket you must ensure you have read these instructions and completed all items on the checklist below – this will avoid delays in processing your claim.

**Introduction:**

Tabcorp offers customers the opportunity to lodge a claim. This includes:

- Claiming an incorrect bet has been placed.
- Claims relating to lost/stolen tickets.
- Claiming that a bet did not get placed due to alleged negligence by Tabcorp or its officers/employees/agents.
- Claiming that a bet did not get placed due to alleged misinformation by Tabcorp.
- Error claims when a ticket does not scan.

Strict rules govern the way such Claims are to be lodged and investigated, determined and if successful, paid out. These rules (referred to below) have been implemented to protect Customers and Tabcorp; they ensure Claims are dealt with fairly and quickly. You can access the Betting Rules at **tab.com.au**.

**Applicable Rules:**

- Totalisator Rules (Tabcorp ACT Pty Ltd Sports Bookmaking Rules)
- Sports Bookmaking Rules (Tabcorp ACT Pty Ltd Sports Bookmaking Rules)
- Rules Relating to Trackside Betting Transactions in the Australian Capital Territory.

**NOTE FOR RECEIVING TAB OPERATOR: Please be aware that incorrectly resulted tickets may be paid out in-venue. TAB Operators can contact the Service Support Centre to have eligible tickets resulted. This is specific to tickets where the market/selection has been resulted incorrectly and the customer may be entitled to the dividend.**

**Claim Rules:**

- Customers have 14 days from "the date of the event on which the bet was placed" in which to lodge a Claim.
- An $11 (GST incl.) non-refundable processing fee must be paid before any investigation into the Claim will commence.
- A Signed and Witnessed Statutory Declaration MUST accompany each Claim. Claims will not be processed until the Statutory Declaration is received.
- Tabcorp has the right to request as much information as required to facilitate the investigation of the Claim. Failure to supply sufficient and correct information may lead to delays and/or Claim being declined.
- Tabcorp offers a "Blocking" service if the Claim meets certain criteria. "Blocked" tickets cannot be collected by other Customers. Refer to Operator for details.
- Tabcorp will send acknowledgement of the receipt of Claim within 21 days and you will be notified as to the result of the Claim by mail.
- If all Claim documentation is correct, Tabcorp will process the Claim as quickly as possible.
- Under the rules, only one appeal (per Claim) is allowed. Appeals are treated as a separate Claim and will incur the $11 non-refundable fee.
- To ensure fairness, a Claims Officer other than the original Investigating Officer or their subordinate must investigate appeals.
- Tabcorp's decision will be final.

## CLAIMS CHECKLIST

**You must ensure that you:**

☐ **Check that the Ticket you are Claiming is a Winner**

Results can be obtained from the Operator, Customer Information Terminal, TAB Internet site **www.tab.com.au** or Customer Service **13 18 02**.

☐ **Read the Claim Information opposite**

Any items that you do not understand can be explained by the Operator or by Customer Service **13 18 02**.

☐ **Pay the processing fee**

If you have paid the fee at an Outlet/Oncourse, ensure your copy of the receipt is attached to these Claim forms. If you are including payment with this form it must be either a Money Order or Cheque (payable to Tabcorp). Do not send cash via Mail.

☐ **Complete/Sign all of the Claim Form on Page 2 CLEARLY**

The Operator can explain any items that you do not understand. Ensure mailing address is correct and all writing is legible.

☐ **Complete/Witness/Sign the Statutory Declaration**

The Statutory Declaration should describe the circumstances of the Claim. The Operator can guide you in finding a list of people qualified to witness the Stat Dec in your State.

☐ **Complete the "Payment direct to Account" section**

Claims that are approved and are less than $500 value can be paid directly into your TAB Phone Account if you nominate. You must complete Page 2 Section 5. If Account Deposit is not nominated the funds will be mailed.

☐ **Photocopy all documentation for your own records**

Customers are advised to photocopy all documentation for their own records in case of mail delivery problems, etc.

☐ **For tickets $5,000 and above**

For tickets valued at $5,000 or above, please complete the fields on Page 3.

☐ **Attach all relevant documents/receipts**

## FORWARD DETAILS

**Once forms are completed and signed, mail (with payment/receipt) to:**
**CLAIMS**
**Locked Bag 7000**
**Granville, NSW 2142**

# CLAIM FOR LOST / DAMAGED / ERROR TICKETS RETAIL AND ONCOURSE – ACT

Claim reference No: _____ ACT ☐ RETAIL ☐ ONCOURSE ☐

## 1. TICKET TYPE: (Tick as applicable)

RACING ☐ FIXED ODDS RACING ☐ FOOTYBET ☐ VOUCHER ☐ TRACKSIDE ☐

## 2. CUSTOMER DETAILS: (To be completed by customer in block letters – failure to supply full and/or legible contact details may lead to delays in processing Claim. Details must match government ID)

Title: _____ Name: _____ Middle Name: _____ Surname: _____

Street Address: _____ Postcode: ☐☐☐☐

Day Phone Number: _____ Mobile Number: _____ Email: _____

## 3. TICKET PURCHASE DETAILS: (To be completed by customer and operator in block letters)

Date of Purchase: _____ Time of Purchase: _____ LOST ☐ DESTROYED ☐ ERROR ☐

Place of Purchase: _____ Outlet/Terminal No: _____ Type: OP.KEYED ☐ MISC ☐ S/SERVE ☐

(For Oncourse Tickets, include description of selling location in Stat Dec. e.g. "TAB Marquee near Finishing Post")

## 4. TICKET DETAILS: (Provide EXACT details of Lost/Destroyed ticket(s) – ALL selections on the ticket should be included. If the value of your ticket is equal to or exceeds $5,000, please also complete page 3.)

| | Date of Event | Sell Code | Venue/Sport Description | Venue Name/SBET Description | Race/ Game No. | Bet Type | Selection No./ Sportsbet No. | Investment/ Spend | Dividend Claimed | Ticket Serial No. (or partial TSN) Blocked by Claims Y/N? |
|---|---|---|---|---|---|---|---|---|---|---|
| E.g. | *02/03/09* | *SR* | *SYD RACES* | *RANDWICK* | *1* | *E-W* | *5* | *$10/$10 = $20* | *$458.00* | *44555458445584445 Y* |
| | | | | | | | | | | |
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## 5. PAYMENT OPTIONS: (Copies of any tickets purchased at the same time should be attached to the claim – Do not supply account PIN Number)

I, _____ (Customer Name) wish TABCORP to deposit any approved Claim funds direct into my TABCORP betting account, or via Electronic Funds Transfer (EFT).

Account Number: _____ Signed: _____

Customers may nominate to have approved claims <$500, paid directly to their betting account. Account must be held in claimant's name.

**OR, Electronic Funds Transfer (EFT) (Cannot be paid to a foreign bank account)**

BSB: _____ Account Name: _____

Account Number: _____ Signed: _____

**Declaration by Customer**

I declare that the information given above is correct and I understand that the Statutory Declaration supporting this information must be completed. I understand that by accepting this claim, TABCORP Holdings Limited is in no way obligated to pay. I have attached all relevant documentation available to me.

Signed: _____ Date: ☐☐ / ☐☐ / ☐☐☐☐

Customer must mail: COMPLETED SIGNED CLAIM FORM, SIGNED AND WITNESSED STAT DEC & FEE (OR RECEIPT) to:
CLAIMS LOCKED BAG 7000 GRANVILLE, NSW 2142.

Claims that are missing Stat Decs, fee payment, vital information or are unsigned will not be processed. Tabcorp will send acknowledgement of receipt of the Claim within 21 days.

## RECEIVING TAB OPERATOR DETAILS (This section to be completed by Operator if Ticket eligible to be BLOCKED)

Outlet Number: _____ Outlet Name: _____

Fee Paid Y N Fee waived Y N By whom: _____

Section 1 Complete Y N Section 2 Complete Y N Section 3 Complete Y N Section 4 Complete Y N

Section 5 Complete Y N Customer has signed claim Y N Stat Dec completed & signed Y N

# CLAIM FOR LOST / DAMAGED / ERROR TICKETS RETAIL AND ONCOURSE – ACT

## ID COLLECTION FOR CLAIMS VALUED AT $5,000 OR MORE

### Certification of Documents

If your claim includes ticket(s) valued at $5,000 or more, please complete this page and provide a copy of one of the following valid identification documents:

- **Australian Driver License**
- **Australian Passport**
- **Foreign Passport**
- **Proof of Age Card**
  (must have been issued within the last five years)

Your identification document must be current and valid.

| Have you attached a copy of the ID (photo page)?* | YES / NO (circle response) |
|---|---|

## AGREEMENT TO TERMS & CONDITIONS

☐ By signing this form I confirm that I am over 18, and that I have read, accept and agree to the Terms and Conditions (see **T&Cs link** on tab.com.com.au) and I have read the Privacy Policy (see www.tabcorp.com.au/privacy-policy).

☐ I consent to my information being used to conduct customer due diligence.

☐ I consent to my information being checked with the document issuer, or official record hold via third party systems for the purpose of confirming my identity.

For more information, see the Customer Due Diligence Collection Notice (see page 5) and Identity Verification Collection Notice on this form (see page 6).

Customer signature _____ Date DD /MM /YYYY

## IDENTIFICATION DETAILS

Name as it appears on your Driver Licence _____ Driver Licence no. _____

Driver Licence card no.* _____ Country of issue _____

*Refer to MyTAB for further details on where to locate this information on each state/territory Driver's Licence.

Date of issue DD /MM /YYYY Expiry date DD /MM /YYYY ID issuer _____

Customer name on document _____ Date of birth DD /MM /YYYY

Address on document _____ State _____ Postcode _____

Name as it appears on your Passport _____ Passport no. _____

Country of issue _____

Date of issue DD /MM /YYYY Expiry date DD /MM /YYYY ID issuer _____

Customer name on document _____ Date of birth DD /MM /YYYY

# STATUTORY DECLARATION – ACT

1. Insert the name, address and occupation of person making the declaration

1, [1] .....

.....

**make the following declaration under the Statutory Declarations Act 1959:**

2. Set out matter declared to in numbered paragraphs

2 .....

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I understand that a person who intentionally makes a false statement in a Statutory Declaration is guilty of an offence under section 11 of the Statutory Declarations Act 1959, and I believe that the statements in this Declaration are true in every particular.

3. Signature of person making the declaration

3 .....

4. Place
5. Day
6. Month and year

**Declared at** [4] ..... **on** [5] ..... **of** [6] .....

**Before me,** .....

7. Signature of person before whom the declaration is made (See the Statutory Declarations Act 1959 for eligible witnesses)

7 .....

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8. Full name, qualification and address of person before whom the declaration is made (in printed letters)

8 .....

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**Note 1.** A person who intentionally makes a false statement in a Statutory Declaration is guilty of an offence, the punishment for which is imprisonment for a term of 4 years – see section 11 of the Statutory Declarations Act 1959.

**Note 2.** Chapter 2 of the Criminal Code applies to all offences against the Statutory Declarations Act 1959 – see section 5A of the Statutory Declarations Act 1959.

# ID VERIFICATION FORM
## FOR CUSTOMER USE ONLY

## IMPORTANT NOTICES

### Customer Due Diligence Collection Notice

This privacy collection notice from Tabcorp Holdings Limited (ABN 66 063 780 709) and its subsidiaries (**we, us, our**) outlines why we collect your personal information, what we collect, how we collect it and who we share it with, in relation to your TAB account(s), including for the purposes of customer due diligence.

The separate *Identity Verification Collection Notice* below applies in respect of our collection of your information for identity verification via a service that matches your identity document details to the record held by the document issuer or official record holder.

**Why we need to collect your information:** We collect your personal information to enable use of your TAB account(s) and our wagering products and services and to communicate with you. We also collect your personal information to comply with the 'Customer Due Diligence' requirements in the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (the **AML/CTF Act**), including to:

- assess and manage potential money laundering, terrorism financing, proliferation financing risks or related compliance risks associated with the provision of our services;
- confirm whether your details are included on any Tabcorp risk management registers;
- make reports required by law under the AML/CTF Act; and
- meet our record keeping obligations under the AML/CTF Act.

**What personal information we collect:** We collect your full name, date of birth, residential address, contact details, photo or other forms of ID (where applicable, such as driver's licence) and unique identifiers (such as driver's licence number). We also collect your TAB account information (where applicable). We may collect further relevant information and documents for customer due diligence purposes. In addition, we may collect sensitive information such as information about your political associations to determine if you are a politically exposed person for the purposes of our customer due diligence obligations.

**How we collect your information:** We generally collect your personal information from you directly. For customer due diligence purposes, we may also collect your personal information from third parties and other sources, including third parties that help us manage our AML/CTF risks including our customer due diligence obligations (e.g. "World-Check" screening services and customer data validation service providers) and identity verification obligations (e.g. identity verification organisations such as identity verification service providers), public sources (e.g. media, search websites) and publicly available registries and databases.

**Who we may share your information with:** To provide you with our products and services and to manage our business, we may disclose your personal information within the Tabcorp group and to our third party service providers (including TAB retail venues and third parties that help us manage our AML/CTF risks including customer due diligence and identity verification obligations such identity verification service providers). We may also disclose your personal information to AUSTRAC or an entity in our AML/CTF reporting group (being Tabcorp Holdings Limited and our TAB licensed wagering entities) in accordance with our obligations under the AML/CTF Act or the AML/CTF Rules, to industry regulators, government authorities and law enforcement as required by law. For more information on the countries to which we may disclose your personal information, please see our Privacy Policy at www.tabcorp.com.au/privacy-policy.

**What happens if we cannot collect your information:** If you do not provide us with your personal information, we may not be able to conduct our customer due diligence processes or provide our wagering services to you.

**Your privacy rights and our privacy policy:** See "**Our legal obligations and your rights**" in the *Identity Verification Collection Notice* below.

**How to contact us about your privacy:** See "**how to get more information**" in the *Identity Verification Collection Notice*.

# ID VERIFICATION FORM
## FOR CUSTOMER USE ONLY

## IMPORTANT NOTICES

### Identity Verification Collection Notice

In accordance with our compliance obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) (AML/CTF Act), Tabcorp Holdings Limited (ABN 66 063 780 709) and its subsidiaries (we, us, our) will collect, use and disclose your identification information to verify your identity to comply with the 'Customer Due Diligence' requirements in the AML/CTF Act (including to establish and verify your identity).

**How we verify your identity:** To verify your identity, we use an identity verification service that confirms whether the details you provide to us from your identity document (such as a passport or drivers licence) matches the record that the document issuer or official record holder holds. The identity verification service will tell us whether the information matches or does not match. We may use a third-party gateway service provider to access the identity verification service. We also use our TAB retail venues and agencies to facilitate the collection of your identity document details for the purpose of this identity verification service.

**What happens if you don't consent:** If you do not provide consent we will work with you to attempt to verify your identity via other means. If we cannot verify your identity, we will not be able to process your claim.

**Our legal obligations and your rights:** When we collect and handle your personal information, we do so in accordance with our legal obligations (including under the Privacy Act 1988 (Cth) and the Identity Verification Services Act 2023 (Cth)). As with other personal information we collect, you have rights in relation to the identification information that we collect. These rights include the right to request access to, and seek correction of, personal information that we hold about you.

**How to make a complaint:** If you have a concern about how we have handled your personal information or your privacy, including if you have any complaints about the identity verification process, please let us know so we can take steps to address your concern. If we don't address your concern when you first raise it, you can make a complaint, and we'll do our best to resolve it for you. To make a privacy complaint, please contact our Privacy Officer in writing (Email: privacy@tabcorp.com.au, Mail: Level 13, 180 Ann Street, Brisbane QLD 4000). More information about our complaints process is set out in our Privacy Policy available at www.tabcorp.com.au/privacy-policy.

**How to get more information:** For further information about our privacy practices, please refer to the Tabcorp Group Privacy Policy available at https://www.tabcorp.com.au/privacy-policy. For more information about the operation and management of the identity verification service visit the Government IDMatch website (https://www.idmatch.gov.au/).