

CLAIM FOR LOST/DAMAGED/ERROR TICKETS - RETAIL AND ONCOURSE NSW & VIC

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 or willful default 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 rules at tab.com.au.

Applicable Rules:

- *Rules Relating to Betting Transactions in Victoria (VIC Totalizator Betting Rules (Racing))*
- *TAB Sportsbet (VIC) Betting Rules*
- *Rules Relating to Trackside Betting Transactions in Victoria (VIC Trackside Betting Rules)*
- *NSW Totalizator Betting Rules (Racing)*
- *NSW TAB Limited Fixed Price Racing Betting Rules*
- *NSW TAB Limited Declared Events Betting Rules*

Claim Rules:

- Customers have **14 calendar days** from the date of the race or event on which the bet was placed in which to lodge a Claim.
- An \$11 (GST inc) non-refundable processing fee must be paid before any investigation into the Claim will commence.
- A signed and witnessed Statutory Declaration **MUST** accompany every Claim. Claims are not properly lodged and will not be processed if not accompanied by the required Statutory Declaration.
- 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 further details.
- Tabcorp will send acknowledgement of receipt of Claim within 21 days of receiving the Claim and you will be notified as to the result of the Claim by mail to your nominated address.
- If all Claim documentation is correct and properly completed 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 also incur an \$11 (inc GST) non-refundable fee.
- To ensure fairness, a Claims Officer other than the original Investigating Officer or the subordinate of that Officer will investigate appeals.
- Tabcorp's decision in relation to the Claim and any appeal will be final.

CLAIMS CHECKLIST

You must ensure that you:

- Check that the Ticket is dividend bearing**
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 Claims Information above**
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 Holdings Limited). Do not send cash via Mail.
- Complete/ Sign the Claims Form**
The Operator can explain any items that you do not understand. Ensure your mailing address is correct and all writing is legible in blue or black pen.
- Complete/Sign/Witness 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/authorised to witness the Statutory Declaration 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 Account if you nominate that to occur. 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 keep a photocopy of all documentation for their own records.
- Attach all relevant documents/receipts to the Claims Form**

FORWARD DETAILS

Once forms are completed and signed, mail (with payment/receipt) to:

CLAIMS@TABCORP

Locked Bag 7000

Granville, NSW 2142

CLAIM FOR LOST/DAMAGED/ERROR TICKETS - RETAIL AND ONCOURSE NSW & VIC



Claim reference No: _____ NSW VIC RETAIL ONCOURSE

1. TICKET TYPE: (Tick as applicable)

Racing S/BET - FO 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)

Title: _____ 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. ie "TAB Marquee near Finishing Post)

4. TICKET DETAILS: (Provide EXACT details of Lost/Destroyed/Stolen ticket(s) - ALL selections on the ticket should be included)

Date of Event	Sell Code	Venue/Sport Description	Venue Name / SBET Description	Race/ GameNo.	Bet Type	Selection No/ Sportsbet No	Investment / Spend	Dividend Claimed	Ticket serial No (or partial TSN) Blocked by Claims Y/N?
Eg 02/03/09	SR	SYD RACES	RANDWICK	1	E-w	5	\$10/\$10 = \$20	\$458.00	44555458445584445 Y

5. CUSTOMER ACCOUNT DETAILS: (Copies of any tickets purchased at the same time should be attached to the claim - Do not supply account PIN Number)

I wish TABCORP to deposit any approved Claim funds direct into my TABCORP betting account

Account Number: _____ Signed: _____ X _____

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

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 Tabcorp is not obligated to pay a claim unless it determines it to be, in all circumstances and at its discretion, valid. I have attached all relevant documentation available to me.

Signed: _____ X _____ Date: / /

Customer must mail : COMPLETED SIGNED CLAIM FORM, SIGNED AND WITNESSED STAT DEC & FEE (OR RECEIPT) TO:

CLAIMS @TABCORP LOCKED BAG 7000 GRANVILLE, 2142 NSW

Claims that are missing Stat Decs, fee payment, vital information as required by Tabcorp at its discretion, or are unsigned will not be processed. Tabcorp will send acknowledgement of receipt of the claim within 21 days of receiving the claim.

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

Outlet Number: _____ Operator 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

STATUTORY DECLARATION NSW & VIC ONLY



(* Cross out non-applicable State and initial)

"I, (Full Name)

of (Address) Post Code:.....

(Occupation)
***in the State of New South Wales, do solemnly and sincerely declare that:**
***in the State of Victoria,**

.....

****and the ticket(s) issued to me as described in the attached Claim has/have been lost or destroyed or stolen and I have lodged a claim against such ticket(s) and I HEREBY UNDERTAKE that should Tabcorp pay to me the amount claimed in relation to the ticket(s) the subject of this Claim, and within a one year period from the date of this Statutory Declaration the ticket(s) are presented for payment, then irrespective of Tabcorp's rights to refuse payment, I will repay the amount paid under this claim to Tabcorp immediately upon demand, [**Cross out if claim relates to errors made in relation to tickets]**

***and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Oaths Act, 1900 (NSW).**

***I acknowledge that this declaration is true and correct, and I make it with the understanding and belief that a person making a false declaration is liable to the penalties of perjury. (VIC)**

Declared at, in the State of *New South Wales/*Victoria

on this.....day of... 20.....

.....
 Declarant (Signature)
 (This must only be signed in the presence of the JP/Witness*)

Before me: (NSW Complete this Section)

I....., a

(Name of Authorised Witness) (Qualification of Authorised Witness)

certify the following matters concerning the making of this statutory declaration by the person who made it:

.....
 (Signature of Authorised Witness – NSW)

.....
 (NSW Registration Number)

[* please cross out any text that does not apply]

1. * I saw the face of the person OR * I did not see the face of the person because the person was wearing a face covering, but I am satisfied that the person had a special justification for not removing the covering, and
2. * I have known the person for at least 12 months OR * I have not known the person for at least 12 months, but I have confirmed the person's identity using an identification document and the document I relied on was

NSW Notice - Penalties for False Statutory Declarations

The **Oaths Amendment Act 1996** provides that if a Statutory Declaration is made to gain material benefit and the offence is dealt with by indictment the penalty is up to 7 years imprisonment. If dealt with summarily then the penalty is up to 2 years imprisonment and/or a fine of 100 penalty units (\$11,000). If the offence is swearing a false declaration that does not involve material benefit, the penalty is up to 12 months imprisonment and/or a fine of 50 penalty units (\$5,500).

Before me: (VIC Complete this Section)

.....
 (Signature of Authorised Witness-VIC)

.....
 (Print Full Name of Authorised Witness)

.....
 (Print Address of Authorised Witness)

.....
 (Print Title of Authorised Witness)

The authorised witness must print or stamp his or her name, address and title under section 107A of the *Evidence (Miscellaneous Provisions) Act 1958* (as of 1 January 2010), (previously *Evidence Act 1958*), (e.g. Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist)