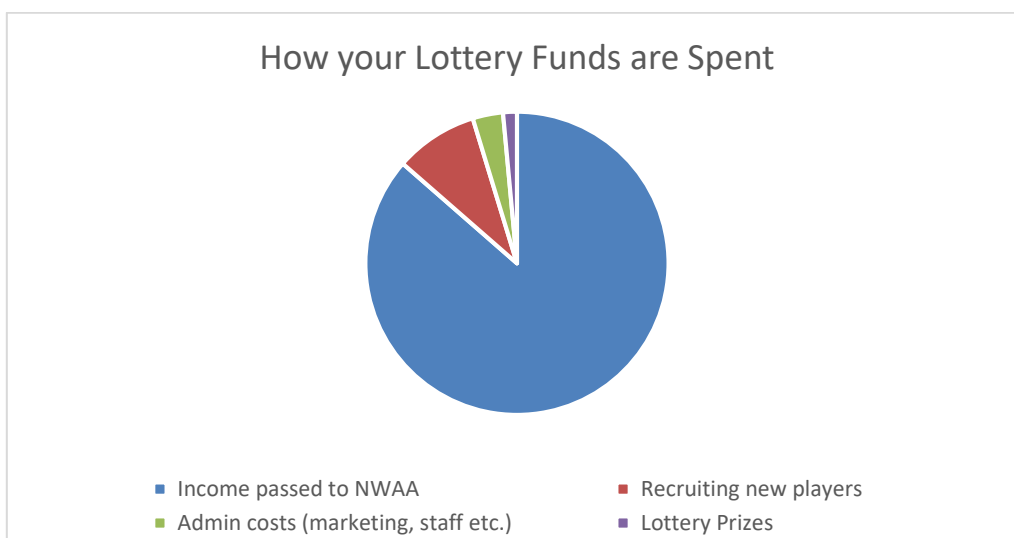


FAQ's Lift Off Lotto

- **How does the Lift off Lotto Work?**
 - When you join the Lift Off Lotto, you are entered every week into a draw with the chance of winning one of 5 guaranteed prizes. Your payments are taken by direct debit or cheque only – we do not accept credit or debit cards.
- **When are the Draws made?**
 - The draw takes place every Friday – the only time this would change is if this lands on a bank holiday. If this occurs, the draw will simply take place on the next working day. Any implications of bank holidays are accounted for to ensure all entrants have the same opportunities to win.
- **What are the Prizes?**
 - Our top prize is £1,000, and we have 4 runners up prizes of £200, £75, £50 and £25.
- **Why is my payment not a round number if it is £1 per draw?**
 - Not every month has 4 Fridays, some have 5. Therefore, the payment of £4.34 ensures you will not miss out on any draws.
- **When is my first entry into the draw?**
 - You will be eligible the week after your first payment comes in.
- **Can I round my payment up with a donation?**
 - Yes! If you wish to increase your direct debit, for example increasing £4.34 base payment to £5, then just call us on either 0151 547 7830 or 0800 587 4570
- **Can I gift aid my payment to the lottery?**
 - You cannot gift aid your lottery payment as it is part of a lottery. However, if you have rounded up your payment then that additional amount can be gift aided. Simply click [here](#) to update your gift aid status.
- **How many entries can I have?**
 - We restrict entries to 20 per person to encourage responsible gambling.
- **Do the proceeds of the lottery go to NWAA?**
 - In the 2019-2020 financial year, the lottery passed 84% to the charity. The graph below shows how the funds were spent.



- **How will I know if I am a winner?**
 - All results are posted on our website on the day of the draw. Alternatively, you can call to find out. We will always endeavour to call all our lucky winners to let them know, and if we do not have a number, a letter confirming your win will be sent to you.
- **How do I cancel?**
 - If you wish to cancel your membership you can contact us via telephone, email or in writing.
- **Are canvassers employed by FONWAA to sign people up for its Lift Off Lotto?**
 - We do use canvassers to sign up players. If you have any questions or concerns regarding a canvasser, please do contact our Supporter Engagement team on 0800 587 4570.
- **What training do the canvassers receive?**
 - All our canvassers follow an induction process where they get to see some of the incredible work our crews do across the North West. This helps them to understand how important our cause is, and to be able to share that information with you. They also undergo Dementia Friends Training. They undergo strict training around Fundraising Regulator codes of practice, and training for identifying people who may be vulnerable.
- **Can they take a donation for the charity?**
 - Yes, they can, but only via Cheque, our canvassers cannot take any cash or card payments over the doorstep.
- **Am I eligible to play in the lottery?**
 - You must be aged 16 and over to take part in our lottery. If someone who lives in your home is an employee of the charity, then unfortunately you cannot take part either.
- **What do I do if I think I may have an issue with gambling?**
 - Are you gambling more than you really want to? Please give us a call and we can provide support. Alternatively, please visit the self-exclusion page on our site - <https://nwaa.net/lottery>
 - If you feel you need to self-exclude yourself from the Lift Off Lotto, we would encourage you to extend your self-exclusion to any other gambling arrangements you may have.
- **Is there a complaints policy?**
 - Yes, should you have any complaints to do with the Lift Off Lotto, please view our [complaints and disputes procedure](#)
- **Are you running any Telemarketing campaigns?**
 - We periodically run telemarketing campaigns through an external telemarketing agency to offer increases to existing lottery players, and the opportunity to re-join. If you have any concerns, please call us on 0800 587 4570.