



To Report Stolen Scratchers® Tickets

- **If your Lottery Scratchers® tickets are stolen:**
 1. Immediately notify the Missouri Lottery at: **1-866-665-6883. Press (1) to continue and (4) for stolen or damaged ticket inquiries.**
 - Have your **retail identification number** ready.
 - Provide **game, pack, and ticket numbers** for all stolen tickets so the Lottery can prevent those tickets from being cashed.
 - Obtain these numbers from ticket inventory lists, Lottery invoices, business records, etc.
 2. Immediately notify the local law enforcement agency. Phone # _____
 3. Secure any evidence of the crime for the investigating officer.
 - Examples: surveillance tapes, witnesses' identifications, areas for fingerprinting.
 4. The Lottery will only be able to offer consideration for credit on the stolen tickets with a **police report and the specific ticket information.**
 5. Provide additional information as required by the Lottery.

- **If you are reporting stolen tickets after hours or weekends and reach the Lottery's automated phone system voice mail; leave the following information:**
 - Business name and **retailer identification number.**
 - Caller's name and complete phone number where you can be reached.
 - List the **game, pack, and ticket numbers** for all stolen tickets.
 - If your message exceeds the voice mail time limit, please call back to finish the report.

(Note: These numbers are extremely important when reporting a theft so the tickets can be blocked from being cashed in the system.)

Missouri Code of State Regulations, 12 CSR 40-40.180, requires a retailer to immediately report the theft, loss or damage of any lottery tickets or equipment to the state lottery and the local law enforcement agency.