GEORGIA LOTTERY CORPORATION (GLC)
VOLUNTARY SELF-EXCLUSION PROGRAM
Terms and Agreements to Self-Exclude and Suspend GLC Players Club iHOPE® Accounts

If you want to self-exclude or suspend your GLC Players Club iHOPE® Account and online purchasing, you may call the Player Information Hotline at 1-800-GA-LUCKY (1-800-425-8259) or exclude via the website at galottery.com. You may self-exclude or suspend your iHOPE® Account for a specific period of time: 3 months, 6 months, 1 year, 2 years, 5 years, or 10 years. The GLC will process your Self-Exclusion Request to make it effective as soon as feasible. Once you make this selection, it cannot be reversed. As part of your decision to self-exclude, you agree to the following terms.

It is your responsibility to minimize the funds remaining in your iHOPE® Account prior to self-excluding your iHOPE® Account. The GLC will refund any balance in the iHOPE® Account by check as soon as feasible.

During the period of self-exclusion and iHOPE® Account suspension:

- You will not be able to access your GLC Players Club Account or GLC iHOPE® Account;
- You will not be able to withdraw or deposit funds, or purchase any GLC lottery games or products using your iHOPE® Account;
- You will not be able to win any GLC second chance promotion;
- You acknowledge that you forfeit any entries you have for GLC second chance promotions;
- You will not receive any marketing communications from the GLC.
- You acknowledge that any funds remaining in your iHOPE® Account may be forfeited;
- If you do not log in to your iHOPE® Account for sixty (60) consecutive months, any funds which may remain in your iHOPE® Account may be subject to the abandonment and forfeiture provisions of applicable law, including the Georgia "Disposition of Unclaimed Property Act."
- If you follow the GLC on any social media platform, you must "unfollow" the GLC in order to stop receiving updates. The GLC is unable to perform this function.

You understand and agree that you will not seek to hold GLC liable in any way should you continue to play GLC games at any retailer in the State of Georgia despite your Self-Exclusion Request under the GLC Voluntary Self Exclusion Program Agreement; accordingly, you acknowledge that the playing of GLC games at retailer locations is beyond the GLC's control and beyond the scope of the GLC Voluntary Self Exclusion Program.

At the end of your selected time period for self-exclusion or suspending your iHOPE® Account, you will not be able to access your iHOPE® Account without taking further action. Both your GLC Players Club Account and GLC iHOPE® Account will remain suspended unless and until you choose to reinstate, which you may only do once the time period selected has expired. If the time period of your exclusion has expired, but you do not wish to reinstate your Account(s), your Accounts(s) will remain suspended indefinitely. Any attempt at accessing your Account(s) or creating a new Players Club Account or iHOPE® Account while your Account(s) are suspended will be denied.

Once the time period of your self-exclusion has expired, you may request reinstatement of your GLC Players Club iHOPE® Account. To request reinstatement, you must call the Player Information Hotline at 1-800-GA-LUCKY (1-800-425-8259) and request your GLC iHOPE® Account be reinstated. The GLC will exercise due diligence in evaluating your request to reactivate your GLC iHOPE® Account in accordance with the GLC's Policies and Procedures in effect at the time of the request. Upon a satisfactory evaluation, the Georgia Lottery will begin the process of reinstatement. During this process, your GLC Players Club iHOPE® Account will become effective again; however, you will not be permitted to open a new GLC Players Club iHOPE® Account because your Social Security Numbers is checked against those already associated with active or closed Accounts as part of the 'Know Your Customer' process. The GLC's evaluation is expected to take approximately 10 business days, allowing GLC representatives to conduct a thorough evaluation as well as allowing the player time to reflect on the terms of their self-exclusion and reinstatement. After your Players Club iHOPE® Account has been reinstated, the GLC will inform you of your Account status, provide access instructions, and once again provide materials on problem gambling support and safeguards.

The GLC reserves the right to retain your profile and iHOPE® Account information for an indefinite period of time, even though you have self-excluded or suspended your iHOPE® Account, or your iHOPE® Account is inactive.

The GLC has no responsibility in connection with any player who elects to self-exclude or suspend his/her iHOPE® Account, including a player who takes actions in violation of the GLC Voluntary Self Exclusion Program, such as circumventing the system and making purchases on the GLC's Sites despite the exclusionary period selected by the player.

In consideration of your request to self-exclude or suspend your GLC Players Club iHOPE® Account, you, for yourself and your family members, heirs and legal representatives, hereby release and forever discharge GLC, its board members, business partners, officers, employees, agents, retailers and affiliates, and their heirs, successors and assigns, and those with whom GLC and those persons or entities named may lawfully share information regarding this Voluntary Self-Exclusion Program (collectively, 'Released Parties'), from any and all claims in law or equity that you now have or may have in the future against any or all of the Released Parties arising out of, or by reason of, the performance or nonperformance of your Self-Exclusion Request, or any other matter relating to it, including the release of information. You further agree, in consideration for the Released Parties' efforts to implement your Self-Exclusion Request, to indemnify and hold harmless the Released Parties to the fullest extent permitted by law from any and all liabilities, judgments, damages, and expenses of any kind, including reasonable attorneys' fees, resulting from or in connection with the performance or nonperformance of your Self-Exclusion Request.