



MARYLAND LOTTERY  
AND GAMING



## Maryland Lottery and Gaming Control Agency Customer Service Overview

The Maryland Lottery and Gaming Control Agency's mission is twofold: generating revenue for the state through the sale of traditional lottery products, and regulating Maryland's casinos. Since its inception in 1973, the Maryland Lottery has contributed more than \$15 billion in revenue to the state and awarded more than \$23.3 billion in prizes to players. Lottery revenue has supported numerous good causes across the state, including education, public health, public safety, and the environment. Casino gaming, which began in Maryland in 2010, has contributed more than \$4.1 billion to the state, including more than \$1.6 billion for the Maryland Education Trust Fund.

The Maryland Lottery offers a broad range of games and promotions in order to appeal to a wide variety of players. To underscore our commitment to our players and to the public, everything we do - all drawings, games, promotions, second-chance contests and more - are conducted with honesty, integrity, and transparency.

The agency's Customer Service Promise includes:

1. Responding to correspondence in a timely and efficient manner, with an emphasis on accurately addressing all questions and concerns.
2. Striving to continually improve customer service by developing responses to frequently asked questions and ensuring that those responses are readily available and accessible to the public.
3. Making it convenient for players to claim their prizes by increasing the number of Lottery retailers statewide, as well as increasing the number of Expanded Cashing Authority Program (XCAP) retailers, which allow Lottery winners to claim prizes of up to \$5,000 at their locations.

4. Providing additional ways for players to connect with the Lottery by offering free mobile device apps. The *My Lottery Rewards* app allows players to check tickets to determine if they are winners. The app will also soon include an E-play slip function, allowing players to create and



**The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:**

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

store electronic playslips on their phones in order to purchase tickets by scanning the E-playslip barcodes at Lottery retailers. Our *Keno & Racetrax* app allows players to check the winning numbers of our two popular monitor-style games and view Keno drawings on their mobile devices. The *Maryland Lottery* app provides winning numbers for all games.



5. Maintaining the agency's three websites to provide current information on games, prizes and promotions, regulatory oversight, and fiscal data. The Lottery site ([mdlottery.com](http://mdlottery.com)) includes the latest news on everything from prize winners to new games, and provides answers to frequently-asked questions. Lottery players who prefer the Internet over a phone call, can email us via an online form to ask questions or get information. The Retailer Corner section of the site is updated every week with new information for our retailers. The Gaming site ([gaming.mdlottery.com](http://gaming.mdlottery.com)) provides the latest casino revenue data and additional information on the State's gaming program. The agency website ([mlgca.com](http://mlgca.com)) provides annual reports and fiscal data and information on the Maryland Lottery and Gaming Commission, including documents from its monthly meetings.
6. Interacting with the public at events across the State and via broadcast, print and social media to answer questions and publicize games, prizes and promotions and winners.
7. A link to a three-question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service activities, we maintain business hours based on customer needs, ensure that our literature is up-to-date, and conduct staff meetings to discuss customer service goals. We will also continue to recognize our agency's top performers for their professionalism and courtesy, responsiveness in resolving customer needs, and for their innovations that improve customer service.

We will continually evaluate our customer service initiatives, measure performance, and analyze the results in order to improve.

We are committed to providing Lottery players and other stakeholders with excellent customer service. For more information, visit us at [mdlottery.com/about-us/](http://mdlottery.com/about-us/).

[Click here](#) for our three question customer experience survey.