



PICK 4 CAP CHANGE Retail Field Team FAQs

Background

- Following February 1, 2021, the maximum number of plays that can be sold for any Pick 4 combination has been reduced.
- The cap is very rarely reached, and most players will not notice any change.
- FAQs provided below should you get any questions from retailers and/or players.

Why is a Player's favorite Pick 4 combination selling out much earlier than it used to? / Why is a Player's favorite Pick 4 combination always sold out when I go to buy it?

Pick 4 is a favorite game with Illinois Lottery players, and some number combinations are very popular. The Lottery has a cap on the total number of plays for each combination that can be purchased on any one draw. Once that cap has been reached, no more tickets with those combinations can be sold. Please tell your players that there are plenty of other number combinations to choose from!

How will I know if the player's number combination is sold out?

If a number combination has reached its cap (sold out) for the upcoming Pick 4 draw, an error message will appear on the Lottery terminal. Please tell your players that there are plenty of other number combinations to play for the upcoming draw!

Photon terminal will display the following error message:

"Bet rejected number(s):"

"0000 in Game A"

"Please select a different number combination"

Win30 vending will display machine the following error message:

"Numbers XXXX have been sold out. Please select a different number combination"

Please note: If the player purchases more than one Pick 4 number combination for a single draw in a transaction and one of the combinations has reached its cap, the entire transaction will be cancelled.

Will this change affect prize payout?

No. The prize payout on Pick 4 remains the same.

What should I do if a customer complains?

Please direct the player to call the Player Hotline at 1-800-252-1775.