

WASHINGTON'S LOTTERY
OFFICE OF THE DIRECTOR

In the Matter of:

Docket No. 2023-05

POOJA KHANNA,

INITIAL ORDER

Claimant/Appellant

Appearances:

Pooja Khanna, pro se

Washington's Lottery, by Kristi Weeks

Presiding Officer: Crystal Fischer, Director of Information Services, per designation of Director

Joshua Johnston

ISSUE

Did Washington's Lottery (the Lottery) properly decline to pay Pooja Khanna's claim when the claim was received at Lottery headquarters more than 180 days after the date of the relevant drawing?

SUMMARY OF PROCEEDINGS

This matter was decided pursuant to a brief adjudicative proceeding. WAC 315-20-125. No testimony was taken. The Director of the Lottery designated the undersigned to act as the Presiding Officer pursuant to WAC 315-20-125(2)(a).

Pooja Khanna submitted a request for administrative review of a prize payment denial. The undersigned issued a scheduling letter on August 31, 2023. Both parties were provided the opportunity to submit written materials, including arguments, documentation, evidence and

ORIGINAL

1 declarations. Kristi Weeks timely submitted a Hearing Brief with three Exhibits on behalf of the
2 Lottery. Ms. Khanna also submitted duplicate documents that were submitted at the time of her
3 request for administrative review. Both parties had the opportunity to submit responsive
4 materials.

5
6 The Presiding Officer considered the materials and exhibits submitted by the parties,
7 together with the preliminary record as defined in WAC 315-20-125(3)(a).

8 I. FINDINGS OF FACT

9 1.1 Washington's Lottery (Lottery) operates a draw game called Lotto. A Lotto drawing
10 was held on Monday January 9, 2023. On or about July 6, 2023, Pooja Khanna mailed a Lotto
11 ticket (the "Ticket") from the January 9, 2023, drawing and a completed Winner Claim Form to:
12

13 WA State Lottery Office
14 Everett Region
15 11419 19th Av. SE Suite A 106
16 Everett, WA 98208-5120.

17 The envelope mailed to the Everett office was postmarked July 6, 2023. There is no
18 indication when it was actually received by staff at the Everett office.

19 1.2 The Lottery's regional offices do not pay claims submitted by mail. Therefore, staff at
20 the Everett Office placed the documents sent by Ms. Khanna into campus mail and sent them to
21 Lottery's headquarters in Olympia, Washington. Headquarters staff received the envelope on
22 July 18, 2023.

23 1.3 Each Lotto ticket, including the Ticket at issue herein, clearly states "Important: Prizes
24 must be claimed within 180 days of drawing." Each Lotto ticket, including the Ticket at issue
25 herein, also states "Send your signed ticket of more than \$600 with a signed claim form to:
26 WASHINGTON'S LOTTERY, PO Box 43050, OLYMPIA, WA 98504-3050." (Emphasis
27

1 original.)

2 1.4 In addition to the language printed on Lotto tickets, the Lottery’s website includes a
3 “How to Claim Prizes” page, which provides the following direction for claiming a prize by
4 mail:
5

6 Complete the information on the back of a winning ticket, make sure you have signed the
7 ticket, and mail it to:

8 Washington Lottery Headquarters
9 PO Box 43050
Olympia, WA 98504-3050

10 Mailed claims over \$600 must include Winner Claim Form/Substitute W-9.
11 Tickets claimed by U.S. mail must be *received* at Washington’s Lottery headquarters
12 within the 180-day limit. Placement of the ticket in the U.S. mail or another mail service
does not constitute receipt. Please allow sufficient time for mailing. (Emphasis original.)

13
14 1.5 For the Lotto drawing held January 9, 2023, winning tickets had to be redeemed by
15 July 8, 2023. Therefore, Ms. Khanna’s claim was rejected as untimely. On or about August 15,
16 2023, Lottery staff mailed Ms. Khanna notification that the claim was denied.

17 1.6 On or about August 25, 2023, Ms. Khanna submitted a timely request for
18 Administrative Review to the Lottery.
19

20 II. CONCLUSIONS OF LAW

21 2.1 The Director of the Lottery and the Presiding Officer, by delegated authority,
22 have jurisdiction over the subject of this proceeding. RCW 67.70.060.

23 2.2 Each Lotto ticket must be printed with the overall odds of winning, player
24 instructions, player information and signature area, governing statutes and rules, and the ticket
25 stock number. WAC 315-34-050(2).
26

27 2.3 A ticket bearer claiming a prize must submit the apparent winning ticket as
28

1 specified by the Director. WAC 315-30-030(5).

2 2.4 Claims for prize payment must be made in accordance with chapter 315-30 WAC
3 – Draw Games – General Rules. WAC 315-34-057.

4 2.5 To claim a prize of more than \$600.00, the claimant shall obtain and complete a
5 claim form or otherwise provide necessary information, as provided in WAC 315-06-120, and
6 submit it with the ticket to the Lottery by mail or in person. WAC 315-30-030(6)(b).

7 2.6 A prize must be claimed within the time limits prescribed by the Director in the
8 instructions for the conduct of a specific game, but in no case shall a prize be claimed later than
9 one hundred eighty days...after the official end of that instant game or draw game drawing for
10 which that draw game ticket was purchased. WAC 315-06-120(7).

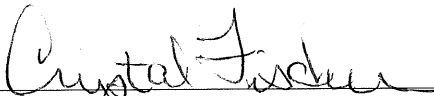
11 2.7 The Lottery Director has specified and made public that winning claims over
12 \$600 must be presented in person to any Lottery office or mailed to Lottery headquarters in
13 Olympia, Washington.

14 2.8 Because Lottery headquarters received Pooja Khanna a claim for a \$1,000 Lotto
15 prize more than one hundred eighty (180) days after the January 9, 2023 drawing, the Lottery
16 properly denied Ms. Khanna's prize payment claim.

17
18
19
20 III. ORDER

21 Based on the above Findings of Fact and Conclusions of Law, it is hereby ORDERED:
22 Pooja Khanna's appeal is DENIED.

23 Dated this 26th day of October, 2023.


CRYSTAL FISCHER
Presiding Officer

NOTICE TO PARTIES

When signed by the Presiding Officer, this Order shall be considered an Initial Order.

Any party may file a written Petition for Administrative Review of this Initial Order. **A Petition for Administrative Review must state the specific grounds upon which exception is taken and the relief requested.** A Petition for Administrative Review must be filed with the Director within 21 days of service of the Initial Order. WAC 315-20-125(5).

The Petition for Administrative Review may be filed by personal delivery at:

Director, Washington's Lottery
814 4th Avenue East
Olympia, WA 98504

Or by mail at:

Director, Washington's Lottery
PO Box 43000
Olympia, WA 98504-3000

A copy must be served on the opposing party at the time it is filed with the Director.

WAC 315-20-125(5). If the opposing party is represented by counsel, the copy must be sent to the attorney

“Filed” means actual receipt of the document by the Lottery. RCW 34.05.010(6).

“Served” means the day the document was personally delivered or deposited in the United States mail. RCW 34.05.010(19).

1 If Administrative Review is not timely requested as provided above, this Initial Order
2 becomes a Final Order and takes effect at 5:00 pm on November 16, 2023 (21 days after service
3 of the Initial Order). WAC 315-20-125(4).

4 Failure to timely file and serve a Petition for Administrative Review may result in the
5 inability to obtain judicial review due to failure to exhaust administrative remedies. RCW
6 34.05.534.

7 Initial and Final Orders are public documents and may be released as required by the
8 Public Records Act, chapter 42.56 RCW.
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27