

How The Silver Line lottery works

Frequently Asked Questions

Why is The Silver Line running a weekly lottery?

A lottery is a fun and engaging way for **The Silver Line** to raise funds. The lottery is promoted and run to help raise essential funds for **The Silver Line**, the beneficiary charity. Profits from the lottery go to **The Silver Line**.

What is the Unity Lottery?

The Unity Lottery is an umbrella lottery platform which charities of all shapes and sizes can use to run their own fundraising lotteries. **The Unity Lottery draw takes place every Saturday**, and each ticket gives players the chance of winning one of four fantastic prizes. **Each entry costs just £1**.

Where does the money go, exactly?

For every £1 played, at least 50p goes straight to The Silver Line as profit. The other 50p is split between the prize pot and administration costs.

How can The Silver Line offer £25,000 as a top prize?

When a player wins a prize, this is covered by the Unity prize pot. This means that charities using Unity for their fundraising lotteries can offer a £25,000 jackpot and smaller prizes to their players.

Who is behind Unity?

Unity lotteries are administered by Sterling Management Centre; experienced lottery administrators of over 30 years. Unity was developed by Sterling so that charities of all shapes and sizes are able to run their own fundraising lotteries.

What are the odds of winning a prize?

The odds of winning any prize in Unity is 1 in 63. Everyone in Unity has an equal chance of winning, no matter which charity they support or how many players that charity has. This is one of the main benefits for **The Silver Line** in joining a scheme like Unity.

Can you guarantee the lottery is fair?

Yes, every entry has an equal chance of winning, and the winning numbers are drawn at random.

What can I win?

The Unity lottery prize structure is based on a 6 digit number match, in the correct sequence, as follows:

3 digit match = 5 entries into the next draw

4 digit match = £25

5 digit match = £1,000

6 digit match = £25,000

What are the lottery rules?

The lottery rules are available on our website www.unitylottery.co.uk. The purpose of these rules is to ensure you are informed about the terms of playing our lottery, and to promote responsible gambling.

Is the lottery legal?

Yes, we operate in compliance with all Gambling Commission (the UK regulatory body concerned with lotteries) requirements and the lottery is administered by a certified External Lottery Manager. For further information please see our rules page on www.unitylottery.co.uk.

Who do I contact if I have any further questions?

For questions about the lottery or your lottery membership, please call the Unity Lottery Helpline: 0370 050 9240 (Mon – Fri 9am – 5pm)

Joining The Silver Line lottery

How do I buy lottery tickets?

You can buy lottery tickets through the **The Silver Line** website www.thesilverline.org.uk/playlottery by setting up a Direct Debit lottery subscription, which is the easiest way to ensure you're entered into the draw each week, or by cheque/credit card. Alternatively, you can telephone Unity on 0370 050 9240 and request an entry form for **The Silver Line lottery**.

Can I choose my lottery numbers?

These are chosen randomly and will be your numbers for the duration of your membership of our lottery. When you enter the lottery, you will be sent your unique numbers.

Can I have more than one entry?

Yes. Each £1 entry buys you one 'chance' of winning in the lottery. In accordance with our commitment to responsible gambling, we offer a maximum of 20 entries each month per person.

£1/week	£2/week	£3/week
1 chance to win	2 chances to win	3 chances to win
50p goes straight to your chosen cause each week	£1 goes straight to your chosen cause each week	£1.50 goes straight to your chosen cause each week

How old do I have to be to enter?

You must be aged 16 or over to enter the lottery.

Why am I sent to another website when making a payment online?

When taking payments The Silver Line use a secure payments system provided by our External Lottery Manager. This ensures your details are taken in a safe and secure manner when you enter the lottery online.

What happens if I lose connection to the internet while entering?

We advise to call our helpline on 0370 050 9240 and we will be able to assist you and confirm whether or not a payment was taken successfully.

Are my entries eligible for Gift Aid?

Unfortunately, we cannot claim Gift Aid on funds raised through the lottery.

You've joined the Silver Line Unity lottery – what now?

I've signed up to join the CHARITY lottery in Unity. What happens now?

Within 21 days of registration you will receive a confirmation letter which contains details of your unique lottery number(s). You will be entered into the draw when you have monies available and you will continue to be entered into the draw as long as you have monies available against your lottery number.

Why is there a delay between registration and entry into the draw?

Following registration it is necessary to complete a number of administrative processes which include verifying your payment details with your bank, claiming the funds from your bank account and the funds being received.

Why is the price £4.34 per month when paying Direct Debit on a monthly basis?

The monthly cost breakdown of £4.34 for playing the lottery is based on paying £1 per week over a 52 week year. Direct debits for this amount are collected once monthly. Sometimes there will be five weeks in a month and the additional £0.34p is to build up credit to cover the fifth week on the five-week months.

Can I check the winning numbers?

Yes - the winning numbers will be available on the Unity website. <http://www.unitylottery.co.uk/results/>

How do I claim my prize?

If you are a winner, we will send your winning cheque straight to you at your address – there's no need for you to claim.

How long can I play for?

You can play our lottery for as long as you wish. Following successful payment you will continue to be entered into the draw as long as you have monies available against your lottery number.

How will I know if I win a prize?

Once the draw has taken place, winners are notified by post, and the winning number is published on the Unity website.

Your Silver Line lottery membership

I have lost my lottery numbers, what should I do?

If you would like us to re-send your lottery numbers to you, please call the **Unity Lottery Helpline: 0370 050 9240 (Mon – Fri 9am – 5pm)**.

How do I cancel my membership?

You can cancel your membership by calling the **Unity Lottery Helpline on 0370 050 9240** and we will advise you further.

Who owns my data?

All the data gathered from your members belongs to your charity and you can request access at anytime to the data the charity holds about you. You can choose how you allow your charity to communicate with you.

Unity will only ever send you administrative post about your lottery membership – no marketing or anything else.

I have moved address or my name has changed, do I need to tell anyone?

Yes – **please let us know on 0370 050 9240** or using our contact form <https://www.unitylottery.co.uk/contact/>

What is responsible gambling?

Responsible gambling means staying in control of how much time and money we spend on gambling.

Responsible gambling means not spending more money or time than we can reasonably afford on gambling activities, keeping in mind all our other responsibilities in life.

I need some advice on the effects of gambling, can you help?

To speak to someone about a gambling problem contact the Gamble Aware confidential helpline on 0808 8020 133 or visit their website www.gambleaware.co.uk for further information.

How can I make a complaint?

If you have any concerns, **please get in touch on 0370 050 9240** or using our contact form

<https://www.unitylottery.co.uk/contact/> and we will endeavour to answer any queries you may have.