

FREQUENTLY ASKED QUESTIONS

Are you a Casino Privilèges member? Kick your gaming and entertainment experience up a notch! The Casino Privilèges Club now allows you to earn Casino Status Points online, just like at gaming locations.

Q. WHAT GOOD IS IT TO EARN CASINO STATUS POINTS ONLINE?

A. The Casino Status Points you earn allow you to reach one of four status levels: Privilèges, Privilèges Plus, Prestige or Prestige Plus. The more Casino Status Points you earn online and in-person, the quicker you can move up to a higher status level and the more perks you can unlock.

Q. HOW CAN I START EARNING CASINO STATUS POINTS ONLINE?

A. You must be a Casino Privilèges member and have a lotoquebec.com account. Please note that the information in your Casino Privilèges file and in your online account must match.

To start earning Casino Status Points online, you'll have to link your Casino Privilèges membership number to your lotoquebec.com account.

Here's how:

1. Go to lotoquebec.com.
2. Log in to your lotoquebec.com account and click on "Casino Privilèges Club" in the My Espacejeux menu.
3. Click on the "Check if I qualify" button to find out whether you earned Casino Status Points online.
4. If you did, enter your Casino Privilèges membership number in the field provided.

Don't have a lotoquebec.com account?
Click on [Open an account](#).

Q. IF I WANT TO EARN CASINO STATUS POINTS ONLINE, WHAT INFORMATION IN MY CASINO PRIVILÈGES FILE MUST BE THE SAME AS IN MY LOTOQUEBEC.COM ACCOUNT?

A. If you want to qualify to earn Casino Status Points online quickly, the following information in your Casino Privilèges file must match the information in your lotoquebec.com account:

- Your full name
- Your email address
- Your phone number
- Your postal code

You can edit your personal information in your lotoquebec.com account.

Tip: Make sure that your full name is spelled the same on communications you receive from Casino Privilèges and lotoquebec.com, and that these communications are sent to the same email address.

Q. HOW DO I KNOW IF I'M EARNING CASINO STATUS POINTS ON LOTOQUEBEC.COM?

A. You'll start earning Casino Status Points online once your Casino Privilèges membership number is linked to your lotoquebec.com account. We'll send you a confirmation email once that's done.

Q. HOW CAN I EARN CASINO STATUS POINTS ONLINE?

A. You'll earn Casino Status Points whenever you play the following games on lotoquebec.com:

- Games in the Casino section, such as slot games, Live Casino games, Keno games and table games
- Virtual sports games in the Sports section

You cannot earn Casino Status Points on online bingo games, OK POKER, instant games, Mise-o-jeu+ and lottery games.

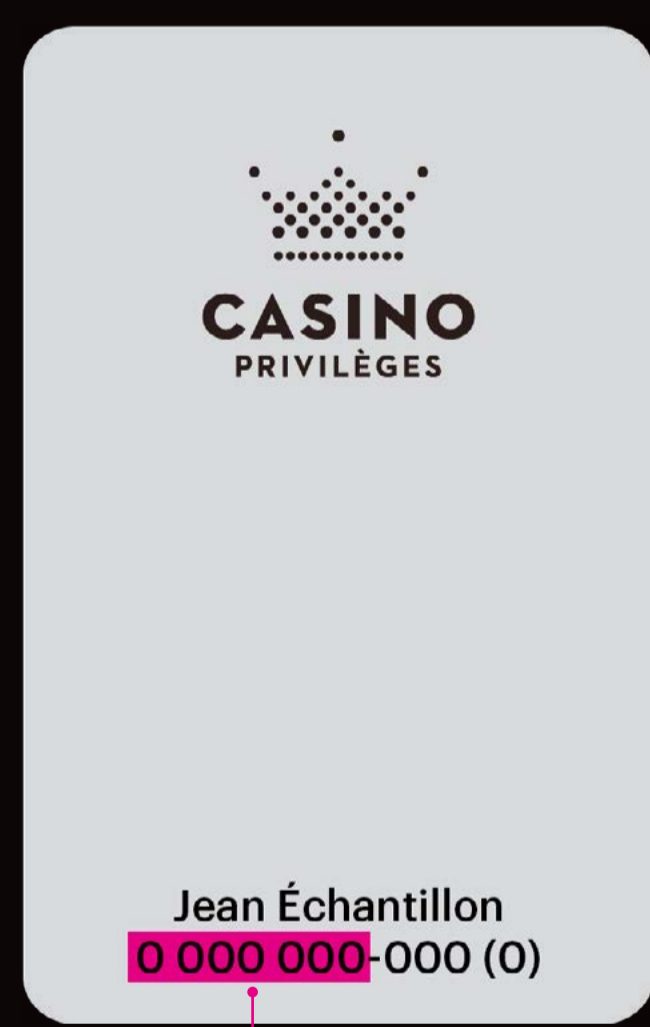
SECTIONS OF THE WEBSITE	PARTICIPATING GAMES	MINIMUM BET TO EARN A CASINO STATUS POINT
Slot machines	All slot games in the Extra Casino Points collection	\$1
	All slot games, except for those in the Extra Casino Points collection and videopoker games	\$1.50
	All video poker games	\$10
Live Casino and table games	Craps, and all blackjack and baccarat games	\$5
	All French roulette, poker and sic bo games as well as War	\$2.50
	All other roulette games and Live Game Shows	\$1.50
Keno	All Keno games	\$1.50
Virtual sports	All virtual sports games	\$1

Q. CAN I EARN PRIVILÈGES POINTS ONLINE?

A. No. Just Casino Status Points.

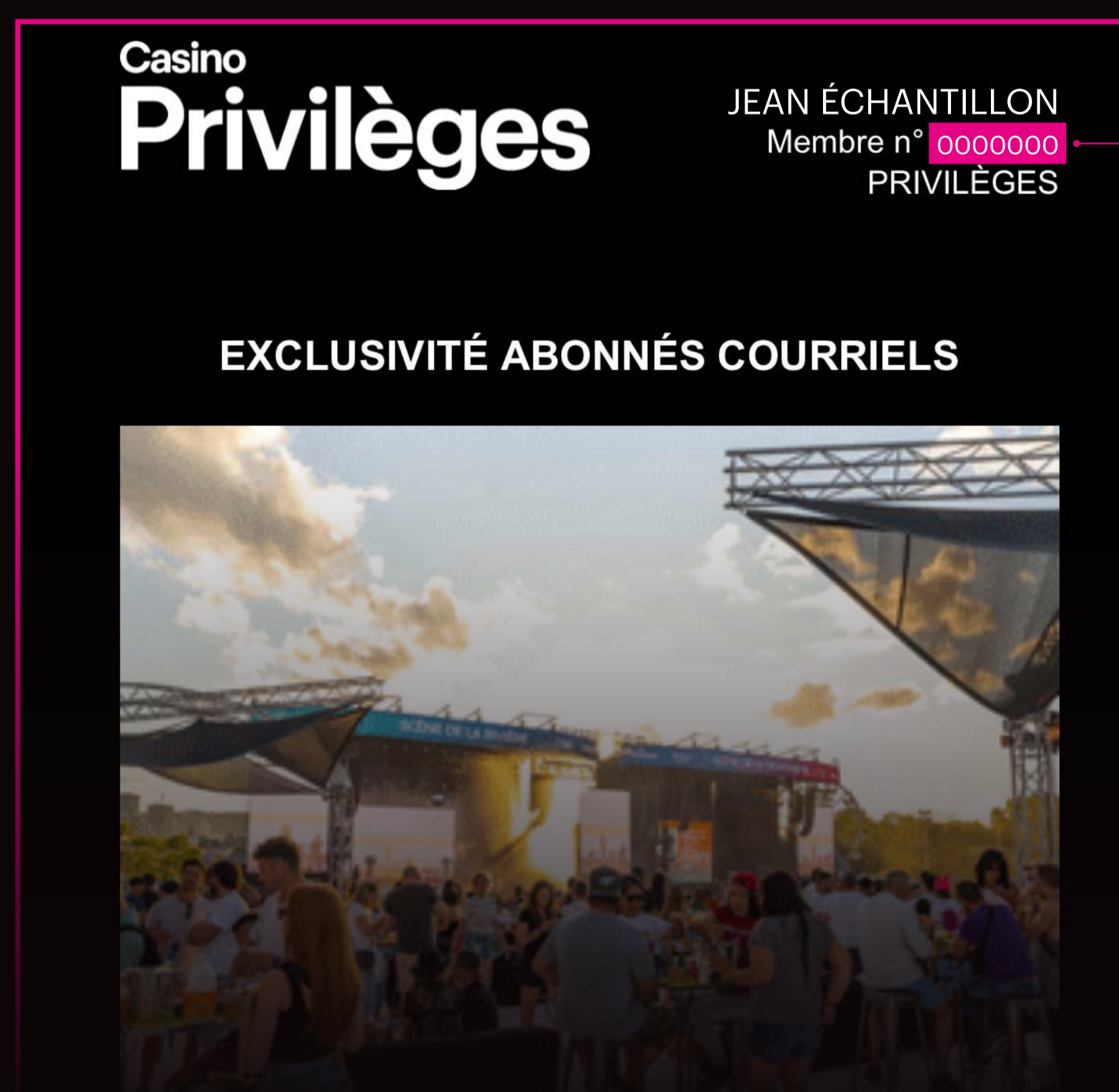
Q. WHERE CAN I FIND MY CASINO PRIVILÈGES MEMBERSHIP NUMBER?

A. Your membership number appears on the front of your Casino Privilèges card:



Membership number

If you subscribe to the Casino Privilèges newsletter, you'll find your number there, too:



Membership number

Q. I'M TRYING TO LINK MY CASINO PRIVILÈGES NUMBER TO MY LOTOQUEBEC.COM ACCOUNT, BUT IT'S TELLING ME THE NUMBER DOESN'T MATCH ANYTHING YOU HAVE ON FILE. WHAT DO I DO?

A. Please give us a call at 1-866-611-5686 or email us at jeuxenligne@lotoquebec.com. We'll be happy to help!

Q. WHERE CAN I CHECK MY CASINO STATUS POINTS BALANCE?

A. You can check your Casino Status Points balance:

- At the casino, by going to a Casino Privilèges machine.
- Online, by logging in to your lotoquebec.com account and clicking on "Casino Privilèges Club" in the My Espacejeux menu.