



Carers Trust Heart of England Lottery Q&A

How can I sign up to play the lottery?

You can sign up directly via the lottery website.

How much do lottery tickets cost and what do I receive?

Each entry is a subscription, paid via a recurring payment charged at £10pm. When you join, you will be sent a confirmation email with your lottery details and in addition to this as a thank you for your support, you will be provided with a complimentary Gourmet Society Membership and instructions on how to claim this. You can cancel this at any time

What does my £10 monthly subscription cover?

Your £10 monthly subscription covers entry into our Big Monthly Prize Draw and the 4 Fab Friday draws

I haven't received confirmation of my numbers, what should I do?

Check your Junk inbox first then please contact our Lottery Operations team on 0800 3047823 alternatively you can send an email to

CarersTrustHeartofEngland@contactourlottery.org.uk

Can I enter more than once?

Yes, you can have up to five lottery tickets. Each £10 monthly subscription gives entry to the Big Monthly Prize Draw and 4 Fab Friday Draws.

How can I pay to play the lottery?

All payments are recurring and are taken via Debit Card; Apple Pay or Google Pay.

When will my lottery entry payment be collected?

If you pay by card, your first payment will be made immediately. Ongoing recurring payments are collected on the 10th of every month.

If paying by Direct Debit, on the payment date arranged.

Can I choose my own numbers?

No, your lottery numbers are automatically allocated, and your numbers will be the same for every draw. Your lottery number is automatically allocated to you, you also have a bonus number which will be either 1, 2, 3, 4,5 or 6. The bonus number only comes into play for the 1st prize winner in the Big Monthly Prize Draw.

What are the odds for winning a prize in the lottery?

The odds of winning a prize in the January draw were 1 in 237.72 and more specifically, winning the first prize of £5000 carried odds of 1 in 5,230. The odds of winning the Jackpot £25,000 prize were 1 in 31,380. The odds will be shown on the players terms and conditions.

How will I recognise the recurring payment on my statement?

Your bank or building society statement will include Carers Trust Heart of England's name.

How do I cancel?

Please send an email to CarersTrustHeartofEngland@contactourlottery.org.uk. Or contact your bank directly.

I need to update my details on my lottery account, how do I action this?

All lottery accounts are managed by our Lottery Operations team. Should you need to update your details, please contact them on: 0800 3047823, alternatively you can send them an email to CarersTrustHeartofEngland@contactourlottery.org.uk

What are the entry requirements for the lottery?

To be eligible to play and claim a prize, you must be 18 years old or over and live in Great Britain.

The Draw**What is the prize breakdown?**

For our Big Monthly Prize Draw, there are 22 guaranteed prizes.

1st Prize - £5,000

2nd Prize - £2,000

3rd Prize - 20 x £50

If the first prize winner's bonus number matches that drawn by the random number generator, you will win the bonus prize of £20,000 as well as the first prize (Jackpot total amount of £25,000).

For our Fab Friday Draws, there are 8 guaranteed prizes.

1st Prize - £250

2nd Prize – 2 x £100

3rd Prize – 5 x £50

What is Fab Friday?

In addition to our regular draw (Big Monthly Prize Draw), which takes place on the last day of every month, we have a weekly draw, called 'Fab Friday'.

Your monthly £10, covers entry into the Big Monthly Prize Draw with the chance to win our top Jackpot Prize of £25,000, and in addition to this, you will have four weekly chances to win up to £250

How do you select the winners?

Winners are selected electronically in a secure environment, using a random number generator, tested and approved by a Gambling Commission certified test house.

How will I know if I have won?

All winners are contacted either by phone or email. Failing that, they will attempt to reach you by sending a letter to the address provided at the time of registration.

How long does it take to receive my prize?

Once the draw has taken place and verification checks have been completed, payments will be made within 30 days.

What is the bonus number?

If you are our first prize winner and your bonus number matches the bonus number selected by our random number generator; you will win the Jackpot prize.

What is the jackpot?

The jackpot is the combined total of the bonus prize and first prize (£20,000 & £5,000) from our Big Monthly Prize Draw.

Are my lottery payments eligible for Gift Aid?

Unfortunately not, Gift Aid cannot be claimed on funds raised through the lottery.

What % of proceeds of the lottery go to Carers Trust Heart of England?

65% of your £10 monthly subscription goes to our charity.

