

## FAQs

### **What is an online research community?**

An online research community is a group of individuals with shared interests and experiences who have volunteered to take part in online research studies about various topics related to their common interests.

### **What information is required to become a community member?**

To join, you'll be asked to create a brief member profile that includes your basic contact information, gender and age. We will also ask you a few questions about your Pennsylvania Lottery experiences, which will help to ensure that participating is a relevant experience for you.

### **After joining, how many surveys do I have to complete?**

It may vary, but we ask that you would please answer all surveys to which you're invited. Your opinions are very important to us.

### **How long will I have to complete each survey?**

You will typically have anywhere from 48 hours to two weeks to complete each survey.

### **Will I be able to select the types of surveys in which I participate?**

Yes. The information you provide to us in your member profile will enable you to receive surveys that fit your outlined preferences.

### **How long will I remain on the community?**

As long as your membership shows activity, it will remain active. You may remove yourself from PA Lottery Insiders at any time by clicking the unsubscribe button found at the bottom of the emails that you receive from us. You may also unsubscribe by logging in at [www.palotteryinsiders.com](http://www.palotteryinsiders.com) and selecting Profile. On the bottom of the Profile page, you will find an Unsubscribe button.

### **Will my profile information be sold to other companies?**

No - the information collected by PA Lottery Insiders is not sold or distributed to any company. All information is strictly confidential, and privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See our Privacy Policy for complete details.

### **What if I forget my password?**

If you cannot remember your password, simply click on the "Get new password" button on the community login page at [www.palotteryinsiders.com](http://www.palotteryinsiders.com) and watch for an email from us. If you continue to experience problems, you can click on the Technical Support link in the bottom left corner of the page.

### **How do I complete a survey?**

You will be e-mailed a link for each survey to which you are invited. Simply click on the link inside the email, or you can copy and paste the address into a web browser of your choice and complete the survey form online. Survey length is closely controlled because we value your time.

### **How can I be sure you got my responses?**

If you would like to ensure that your responses have been received, you can click on the survey link after

you are done. A message stating that you have already completed the survey will appear.

**How will the PA Lottery Insiders be different from the PA Lottery VIP Players Club?**

They're very different. The goal of PA Lottery Insiders is to better understand our players and retailers through engaging online surveys or open forum discussions about the Pennsylvania Lottery. The VIP Players Club is a service that offers exclusive offers, giveaways, coupons and special PA Lottery information as well as opportunities to enter the Second Chance Prize Zone™.

**Can I be a member of both PA Lottery Insiders and the PA Lottery VIP Players Club?**

Yes! You are more than welcome to participate in both.

**For questions regarding specific Lottery games, should I contact the PA Lottery Insiders administrator?**

No. To ask specific questions related to Pennsylvania Lottery games, please call the Pennsylvania Lottery during regular business hours at 1-800-692-7481. For questions related to the PA Lottery Insiders Community, you can click on the Technical Support link at the bottom the PA Lottery Insiders page.