

WASHINGTON'S LOTTERY  
OFFICE OF THE DIRECTOR

In the Matter of:

Docket No. 2023-04

VANZA LIAN,

INITIAL ORDER

Claimant/Appellant

Appearances:

Vanza Lian, 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 Vanza Lian's claim when the claim was made more than a year after the end of the game?

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).

Vanza Lian submitted a request for administrative review of a prize payment denial. The undersigned issued a scheduling letter on August 21, 2023. Both parties were provided the opportunity to submit written materials, including arguments, documentation, evidence and declarations. Kristi Weeks timely submitted a Hearing Brief with three Exhibits on behalf of the

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**ORIGINAL**

1 Lottery. Both parties had the opportunity to submit responsive materials.

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

#### 4 I. FINDINGS OF FACT

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6 1.1 On or about May 17, 2020, Washington's Lottery (Lottery) launched a new instant  
7 (also known as scratch) ticket, game number 1570, called Washington Millionaire's Club. The  
8 following language was printed on the back of each individual ticket, "All prizes must be  
9 redeemed within 180 days after the official end of the game." The back of the ticket also  
10 included instructions on how to claim a prize. This information is also readily available on the  
11 Lottery's website or by contacting a Lottery office.

12  
13 1.2 Sales continued over the course of the following year. On or about May 10, 2021,  
14 pursuant to Lottery Policy MKT.001, Lottery's Instant Product Coordinator, Cheryl Earsley,  
15 distributed a "Game End Justification" memo for game number 1570. The stated reason for the  
16 report was that the last high tier prize had been claimed.

17  
18 1.3 Once the game entered the closure phase, the public was notified of the last day to  
19 redeem winning tickets via the Lottery's website. The date was also available to the public by  
20 contacting a Lottery office.

21  
22 1.4 The last day to redeem prizes for Washington Millionaire's Club tickets was February  
23 7, 2022.

24  
25 1.5 On or about August 9, 2023, Vanza Lian presented Washington Millionaire's Club  
26 ticket number 1570080450-8-004 (the "Ticket") to the Lottery for payment. The Ticket sight  
27 validated as winning \$1,000 (\$20 multiplied by 50). However, the claim was denied because it

1 was made beyond February 7, 2022.

2 1.6 On August 10, 2023, Vanza Lian submitted a timely request for Administrative  
3 Review to the Lottery. A signed handwritten statement was attached that indicated Vanza Lian  
4 did not know there was an expiration date for the ticket and did not know how to claim a prize.  
5

6 1.7 The undersigned does not find Vanza Lian's claim regarding lack of knowledge to  
7 be credible or reasonable.

## 8 II. CONCLUSIONS OF LAW

9 2.1 The Director of the Lottery and the Presiding Officer, by delegated authority,  
10 have jurisdiction over the subject of this proceeding. RCW 67.70.060.  
11

12 2.2 Each instant ticket must be printed with instructions, and written descriptions of  
13 winning play and prize symbol combinations must be included in the executed working papers or  
14 software requirement specifications for the production of each game. WAC 315-10-035.  
15

16 2.3 The ticket bearer must submit a winning ticket to the Lottery as specified by the  
17 Director and the ticket must be validated by the Lottery through use of the validation number or  
18 other means specified in rule or by the Director. WAC 315-10-035.

19 2.4 The Director shall announce the official start date and closing date of each instant  
20 ticket game in an official Lottery publication via printed or electronic media, or both. WAC 315-  
21 10-060.  
22

23 2.5 The ticket bearer must submit a winning ticket for prize payment within one  
24 hundred eighty (180) days after the official end of an instant game. WAC 315-10-055(1).

25 2.6 Vanza Lian submitted the Ticket more than one hundred eighty (180) days after  
26 the end of the Washington Millionaire's Club game.  
27

1 2.7 The Lottery properly denied Vanza Lian's prize payment claim.

2 III. ORDER

3 Based on the above Findings of Fact and Conclusions of Law, it is hereby ORDERED:

4 Vanza Lian's appeal is DENIED.

5 Dated this 23 day of October, 2023.

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9 CRYSTAL FISCHER  
10 Presiding Officer

11 NOTICE TO PARTIES

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

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

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

18 Director, Washington's Lottery  
19 814 4<sup>th</sup> Avenue East  
20 Olympia, WA 98504

21 Or by mail at:

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

1 A copy must be served on the opposing party at the time it is filed with the Director.  
2 WAC 315-20-125(5). If the opposing party is represented by counsel, the copy must be sent to  
3 the attorney

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

5  
6 “Served” means the day the document was personally delivered or deposited in the United States  
7 mail. RCW 34.05.010(19).

8 If Administrative Review is not timely requested as provided above, this Initial Order  
9 becomes a Final Order and takes effect at 5:00 pm on November 13, 2023 (21 days after service  
10 of the Initial Order). WAC 315-20-125(4).

11 Failure to timely file and serve a Petition for Administrative Review may result in the  
12 inability to obtain judicial review due to failure to exhaust administrative remedies. RCW  
13 34.05.534.

14 Initial and Final Orders are public documents and may be released as required by the  
15 Public Records Act, chapter 42.56 RCW.  
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