



Online 50/50 Frequently Asked Questions (FAQ)

With Alberta Gaming, Liquor and Cannabis (AGLC) recent changes to 50/50 raffles in the Province of Alberta, the **Edmonton Oilers Community Foundation (EOCF) 50/50 Raffle, presented by RE/MAX** is now available online to Oilers fans across Alberta. The exciting and record setting online 50/50 raffle will give fans another chance to win a big 50/50 jackpot, which fans experienced this past August. The 50/50 raffle will also raise important dollars for the EOCF to reinvest in the community during these challenging times.

1. How much do tickets cost?

- Five dollars (\$5.00) for one (1) ticket (D)
- Ten dollars (\$10.00) for ten (10) tickets (C)
- Twenty dollars (\$20.00) for sixty (60) tickets (B)
- Fifty dollars (\$50.00) for two hundred (200) tickets (A)

2. Who can purchase?

You must be in Alberta at the time of your purchase and over the age of 18 in order to participate.

3. How can you ensure that someone is in Alberta while purchasing?

The website uses geo-fencing technology to ensure you are in the province.

If you are in Alberta but being blocked, the IP from your mobile device may be providing an out of province address, which would block you from purchasing. You can try clearing your data on your mobile browser and try again. If the device is still being blocked using the cellular network, we suggest connecting to wifi and trying to access the site again.

4. What time will the tickets be available?

Draws open at 9:00 AM MT and close at 8:00 PM MT. The draw will take place at approximately 8:30 PM using Random Number Generation (RNG).

5. Where do I purchase?

Through the Edmonton Oilers Mobile App and website: www.EdmontonOilers.com/5050

6. How do I find the winning ticket number?

The winning ticket number will be posted on the Edmonton Oilers website (www.EdmontonOilers.com/5050) and on social media before 6:00 PM MT the day AFTER the draw.

7. How do I pay for my tickets?

When you purchase online you must use a credit card - Visa, Mastercard, and Visa Debit are accepted.

8. How do I receive my tickets?

You will receive an e-mail confirmation with your tickets following your payment. Your e-mail address must be entered **correctly with no errors** when purchasing to ensure you receive your tickets.



9. When will I receive my ticket?

Please note that due to high sales volume it can take **up to 24 hours** to receive your tickets via e-mail. Ticket purchasers are required to enter their e-mail address **correctly with no errors** when purchasing to ensure they receive their tickets and should check their spam and junk mail folders if they have not received their tickets by 9 AM MST the day after the event. Please ensure that you check your junk/spam emails to ensure it wasn't misfiled.

If you received a confirmation number at the end of your purchase, please know that your tickets have been entered into the draw and this delay will not impact your participation in the draw.

If you have not received your ticket by 9 AM MST the day following the Event, you can e-mail Resend5050@edmontonoilers.com before Noon MST the day following the Event to request that your tickets be resent. Resend requests received after Noon MST the day following the Event will not be processed. **You must e-mail from the same e-mail you purchased tickets with.** Tickets will be resent between Noon and 3 PM MST the day following the Event. You will not receive a response unless it is after 9AM MST the day following the event.

Please note that even if you have not received your tickets at the time of the draw, you are still entered in the draw and can be contacted by the EOCF should you have the winning ticket. Tickets are placed into the draw immediately after purchasing.

10. I received an error message that said "Order not fulfilled. You will not be charged" but I see a charge on my credit card?

The charge you are seeing is a pre-authorization charge only. This charge should go away within 5 business days. **Visa debit cards treat the pre-authorization like a charge and will refund the funds back to your account within five business days.** If the charge does not go away within five business days, please e-mail us at 5050@edmontonoilers.com.

11. Am I able to get a refund?

All ticket sales are final. There will be no refunds issued to anyone for any reason. All tickets purchased and entered into the draw cannot be refunded, including if ticket purchasers made an error in selecting the amount of tickets they desire to purchase.

12. What happens if I win?

The holder of the winning ticket will have until 4:00 PM MST four (4) business days from the time of the announcement of the winning ticket number to present the winning ticket to the 50/50 Licensee. You can contact the Edmonton Oilers Community Foundation by e-mailing 5050@edmontonoilers.com. You will need to forward a copy of your winning ticket along with a piece of government issued photo ID. You will receive a Winner's Release form that must be completed and sent back to the EOCF. The prize will be distributed within 30 days.



13. Can I gift my ticket?

Tickets are non-transferrable and non-refundable. The prize will be awarded to the individual whose name appears as purchasing the ticket.

14. Where does the other 50% of the jackpot go?

Funds from the 50/50 program are split between the winner and the Edmonton Oilers Community Foundation. The Edmonton Oilers Community in turn reinvests the net proceeds back into community initiatives to support organizations who focus their efforts on education, health and wellness and hockey programming for youth. The Edmonton Oilers Community Foundation is dedicated to building strong, vibrant and safe communities by demonstrating philanthropic leadership and continues its deep legacy of giving back.

For more information on the Online 5050 Program, please e-mail 5050@edmontonoilers.com.

Please note that we are unable to respond to telephone or in-person inquiries.

Thank you for understanding.