

1. Why did I not receive my tickets?

Tickets might have been sent and went to your junk mailbox; please check your junk mailbox for your tickets. If purchasers have not received their tickets by 9:00 AM CT the following day, they are instructed to e-mail 5050@tnse.com before 12:00 PM CT. Any resend requests received after 12:00 PM CT will not be processed. Tickets will be resent to purchasers between 1:00 PM and 4:00 PM CT. Purchasers must e-mail from the original e-mail address they used for the ticket purchase, which must be entered correctly.

2. Why can I not purchase tickets due to Location issues?

Customers need to allow location services on their device to be allowed to purchase tickets. By enabling location services on any device used to purchase raffle tickets, it ensures that only customers physically located in Manitoba are the only ones allowed to purchase. The geofencing is a Liquor Gaming and Cannabis Authority of Manitoba raffle requirement.

You may have told your browser to never share your location. You need to change that setting to allow sale.

For iOS devices:

- 1) Go to the **Settings App**.
 - 2) Go to **Privacy**.
 - 3) Go into **Location Services**.
 - 4) Ensure "**Location Services**" are on.
 - 5) Scroll down and click "**Safari Websites**."
 - 6) Make sure that **Allow Location Access** is set to "**While Using the App**."
- Chrome has the same setting if you are using that instead.

For Android (though this may vary by version):

- 1) Go to **Settings App**.
- 2) Go to **Location** and make sure that it is on.
- 3) Go back to previous screen and go to **Apps**.
- 4) Go to **Chrome**.
- 5) Click **Permissions**.
- 6) Ensure that **Location** is enabled.

3. Why can't I buy a ticket outside of Manitoba?

The Liquor Gaming and Cannabis Authority of Manitoba only allows online purchases to happen within Manitoba. To have our raffle license approved, the online system must include this geofencing feature.

4. Where are the winning numbers posted?

The winning numbers are posted online <https://www.truenorthyouthfoundation.com/50-50>
Please scroll down until you see winning numbers.

5. What type of payment methods are accepted?

Online 50/50 purchases are available through Visa and Mastercard only.

6. Why is the date on the ticket different from the draw date?

The draw will happen after the 3rd period of the game, say the game starts at 9:30pm that means the game might end at 12:00-12:30am the next day. There for the date of the draw will be different. (ex: The game started at 9:30pm on Aug 1 but ended early August 2 at 12:10am which is why the August 2 date is shown on the ticket.)

7. What is a AVS Error and why am I receiving it?

AVS stands for Address Verification Service. This error occurs when the address info inputted does not match the address info for your credit card. This needs to match to complete your purchase. Sometimes a block will be put in place to not allow you to purchase in the future.

8. How do I claim the 50/50 Prize?

The winning ticket number will be posted following the draw no later than 10:30 pm CT on the 50/50 Licensed Game date on <https://wjets.bump5050.com/> and <https://www.truenorthyouthfoundation.com/50-50>. The winning cheque will be sent to the winner with the customer details provided at time of purchase. In the case of a discrepancy between the posted number and the actual number selected through Random Number Generation, the actual number selected through Random Number Generation will be considered the valid winning number.

The holder of the winning ticket will have until 4:00PM (CT) ten (10) business days from the time of the announcement to present the winning ticket to the 50/50 Licensee.

The holder of the winning ticket may claim their prize by contacting the 50/50 office at 5050@tnse.com and forwarding their purchase e-mail and a copy of their government issued photo identification and address. Each prize claimant must provide TNYF with all information required by provincial gaming regulations to claim a prize. By claiming the 50/50 prize, the winner gives the TNYF the right to publish the winner's name and prize amount. Names are publicized to protect the integrity of the 50/50 raffle as it verifies that prizes are won. The prize claimant will be required to sign a Declaration and Release ("Release") which must be executed and returned to TNYF no later than five (5) business days after the receipt of the Release.

All Prizes not claimed on or before the Prize Claim Expiry Date (4:00 PM CT, ten business days from the Raffle date), will revert to the TNYF.

9. What are the raffle rules?

Raffle rules can be found here: <https://www.truenorthyouthfoundation.com/50-50>. All raffle rules and processes have met the raffle requirements in Manitoba and have been approved by the Liquor Gaming and Cannabis Authority of Manitoba.

10. 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 purchaser made an error in selecting the number of tickets they desire to purchase.

11. When will the tickets sales be available?

Draws open at 9:30 AM CT and close once the third period of the game ends the draw will take place following the end of the third period, using Random Number Generation (RNG).

12. 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.

13. Why are my numbers similar or sequential?

The numbers are assigned through random number generator (RNG). The system has gone through rigorous audits and have achieved the highest certification in Canada to ensure integrity for raffle systems and has met all requirements by the Liquor Gaming and Cannabis Authority of Manitoba.

The algorithm used to assign the ticket numbers assigns the first 3 digits of the ticket to the method sold. The two methods are tablet and online. The tablets used for in-arena sales are the tickets that start with 1-4 etc. The tickets sold through online sales start with 997 etc. All tickets sold are entered into the draw and have the same chance of winning.

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

Please note that we are unable to respond to telephone or in-person inquiries.
Thank you for understanding.