

Your questions answered

Why is my lottery provider changing?

All lottery players supporting Tenovus Cancer Care will be transferring to make a smile lottery. This decision has been taken because make a smile lottery can offer a higher contribution to Tenovus Cancer Care from your lottery payments. In fact the contribution to Tenovus Cancer Care will increase from 50p in every £1 you pay, to 75p in every £1 you pay. make a smile lottery are also hospice owned which means all proceeds stay within the charity sector.

When will my first make a smile lottery draw be?

Friday 13th October 2017.

Will my payments stay the same?

Yes, your payments will stay exactly the same as before, however your Direct Debit collection date may change as the make a smile Direct Debit collection dates fall on the 1st or the 15th of each month. Please check your collection date on the front of this letter.

What do I need to do now?

Nothing. You will be transferred to us in time for the first draw on Friday 13th October.

What are the prizes and when is the draw?

The draw happens every Friday, and there are 16 guaranteed cash prizes to be won each week, a top prize of **£250**, and 15 prizes of **£10**, plus a rollover of **£200** which if not won each week goes up to a maximum of **£10,000**. As our lottery membership grows, the prize fund will grow, keep a lookout on www.makeasmilelottery.org.uk

Can I increase my entries into the draw?

If you would like more chances to win, you can increase the amount you pay each week. By paying £2 a week, instead of £1, you will have twice as much chance of winning! Simply call us to arrange.

1st
prize
£250

x15
£10
prizes

plus a
£200 rollover prize
you could win
a maximum
of £10,000!


Thank you for your support & best of luck!

(This guarantee should be detached and retained by the payer)

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, make a smile lottery will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request [make a smile lottery](#) to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by make a smile lottery or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when [make a smile lottery](#) asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



“ We’re thrilled that by working with make a smile lottery, even more of your gift is helping cancer patients and their loved ones. And that makes us smile! ” 

Terry Osborn, Director of Income Generation, Tenovus Cancer Care

How do I know if I have won?

If you win a prize in the draw, you do not need to do anything. We will post you a cheque. You may even receive an email or phone call from us informing you of your win! You can also check your 6 digit lottery number each week on our website.

Will I have to cancel with Unity?

No we will do that for you. We automatically transfer your Direct Debit and your first lottery draw with us will be on Friday 13th October.

Who are make a smile lottery?

make a smile lottery run a weekly lottery draw in support of many local causes. We are owned and run by St Helena Hospice. We are passionate about helping charities raise funds via regular lottery income, St Helena Hospice receives a small income towards hospice care from each membership for administering the lottery. To see all the charities our lottery supports, visit our website www.makeasmilelottery.org.uk

What if I don't want to continue with my membership?

That's not a problem, please call us on **0300 303 4500**.

What are your terms and conditions?

These are available on our website, or please call or email us and we would be happy to send you a copy.

