

WASHINGTON'S LOTTERY  
OFFICE OF THE DIRECTOR

In the Matter of:

Docket No. 2023-02

BRENDA K. WELLS,

INITIAL ORDER

Claimant/Appellant

Appearances:

Brenda K. Wells, pro se

Washington's Lottery, by Kristi Weeks

Presiding Officer: Debbie Robinson, Director of Human Resources and Support Services, per designation of Acting Director Joshua Johnston

ISSUE

Did Washington's Lottery (the Lottery) properly decline to pay the prize claim submitted by Brenda K. Wells on March 17, 2023?

SUMMARY OF PROCEEDINGS

This matter was decided pursuant to a brief adjudicative proceeding. WAC 315-20-125. No testimony was taken. The Acting Director of the Lottery designated the undersigned to act as the Presiding Officer pursuant to WAC 315-20-125(2)(a).

Brenda K. Wells submitted a request for administrative review of a prize claim denial. The undersigned issued a scheduling letter on April 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 6 Exhibits on behalf of the

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**ORIGINAL**

1 Lottery. Brenda K. Wells did not submit any written materials, including arguments,  
2 documentation, evidence, or declarations. Both parties had the opportunity to submit responsive  
3 materials but did not do so.

4 The Presiding Officer considered the materials and exhibits that were submitted, together  
5 with the preliminary record as defined in WAC 315-20-125(3)(a).  
6

#### 7 I. FINDINGS OF FACT

8 1.1 During the winter and spring of 2023, the Lottery offered for sale a scratch game  
9 entitled “Xtreme Multiplier.” In accordance with the game’s rules, winning Xtreme Multiplier  
10 tickets must contain a match between at least one “WINNING NUMBERS” and one “YOUR  
11 NUMBERS.” Tickets without such a match are not winners.  
12

13 1.2 Like all of the Lottery’s scratch tickets, the status of an Xtreme Multiplier ticket  
14 as a winner or non-winner is determined at the time of production. A record of the status of each  
15 ticket is maintained by the vendor who produced the game and is available to the Lottery in case  
16 of a dispute.  
17

18 1.3 On or about March 17, 2023, Ms. Wells presented a prize claim form and Xtreme  
19 Multiplier scratch ticket to the Lottery.

20 1.4 Ms. Wells’ ticket was damaged. The portion of the ticket containing the bar code  
21 and serial number showed red markings. One of the WINNING NUMBERS and one of the  
22 YOUR NUMBERS was covered in a thick green substance that obscured those numbers, as well  
23 as the associated prize and multiplier.  
24

25 1.5 Ms. Well’s ticket validated in the Lottery’s gaming system as either “Not a  
26 winner status” or “rejected bad check digits.” It did not validate as a winner.  
27



1  
2 III. ORDER

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

4 The Xtreme Multiplier scratch ticket submitted by Ms. Wells is not a winning ticket.

5  
6 Therefore, the Lottery correctly denied her claim.

7 Dated this 26<sup>th</sup> day of June, 2023.

8  
9 

10 DEBBIE ROBINSON  
11 Presiding Officer

12  
13 NOTICE TO PARTIES

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

15 Any party may file a written Petition for Administrative Review of this Initial Order. **A Petition**  
16 **for Administrative Review must state the specific grounds upon which exception is taken**  
17 **and the relief requested.** A Petition for Administrative Review must be filed with the Director  
18 within 21 days of service of the Initial Order. WAC 315-20-125(5).  
19

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

21 Director, Washington's Lottery  
22 814 4<sup>th</sup> Avenue East  
23 Olympia, WA 98504

24 Or by mail at:

25 Director, Washington's Lottery  
26 PO Box 43000  
27 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 “Served” means the day the document was personally delivered or deposited in the United States  
6 mail. RCW 34.05.010(19).

7  
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 July 20, 2023 (21 days after service of the  
10 Initial Order). WAC 315-20-125(4).

11  
12 Failure to timely file and serve a Petition for Administrative Review may result in the  
13 inability to obtain judicial review due to failure to exhaust administrative remedies. RCW  
14 34.05.534.

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