



Douglas A. Ducey
Governor

Gregory R. Edgar
Executive Director

Dear Arizona Lottery Retailer:

Lottery vending machines continue to provide you, our valuable retail partners, with a convenient self-service option for players throughout the state. While every vending machine offers cost savings for retailers and full functionality, they are a considerable financial investment for the Arizona Lottery.

Recently, the Arizona Lottery has received an increasing number of requests for replacement keys for vending machines. We remain committed to offering replacement keys for retailers while upholding our need to be fiscally responsible.

Effective September 1, 2022, every retailer with a vending machine is eligible for one set of replacement keys at no additional charge. Upon delivery of the complementary replacement keys, the retailer will be notified that any requests for future replacement keys will result in a charge to their account. The charge is itemized by key replacement type and quantity. The replacement charge will be added to the next billing cycle.

Thank you for all you do every day to support the mission of the Lottery and all the people of Arizona. Please contact me at 480-921-4477 with any questions or feedback.

A handwritten signature in black ink that reads "Raynie Hosto".

Raynie Hosto
Deputy Director: Customer Service & Sales