



## **Debit Card Pin Pads Retailer FAQ**

*We've got some exciting news to share! Starting in late January 2021, your players will be able to use debit cards for purchases on your self-service terminals!*

***Here are answers to some of the questions you may have about this new feature:***

### **When will the installations begin and when will customers be able to use debit for purchases?**

We will begin installations of debit card pin pads, or machine swap-outs as needed, in the first quarter of 2021. We will begin activating the installed pin pads in late January. Note that Scientific Games staff will have to visit each store to turn the pin pads on.

### **Will all self-service terminals have a debit card pin pad installed?**

Yes. All self-service terminals that don't already have one, will have a debit card pin pad installed in the coming months.

### **When will I be scheduled for installation?**

Your store will be contacted approximately 48 hours before installation to inform you of the date and approximate time of your installation.

### **If I don't have a pin pad already installed, will I receive a new self-service terminal?**

If you have a PlayCentral HD, we will be adding the debit pin pad to your current machine. Installation will be done right in your store. If you have a PlayCentral EX, we will replace your machine with an upgraded model that includes the debit pin pad.

### **How long will the debit pin pad upgrade take?**

It will take approximately 1 to 2 hours to install a pin pad. If you already have one installed, it will take just a few minutes to activate it.

### **What do I need to do prior to installation?**

Please remove and secure the cash box and remove all scratch-off tickets. Also, run all of the reports you need for your accounting.

**NOTE:** *Save your scratch-off tickets and cash box; you will re-load them after the debit upgrade is complete.*

### **Who is responsible for paying the debit fees?**

The Lottery will absorb all debit processing fees at the self-service terminals.

**Can players use credit cards too?**

No. Only debit cards will be accepted. The use of credit cards is not currently permitted by law.

**Can I accept debit cards for Lottery purchases at the counter as well?**

Yes, you have always been able to do that. However, we will not be installing debit card readers at the counter so fees charged for debit purchases at the counter are the responsibility of the retailer.

**How will my settlement procedures change?**

Your settlements and reports will be updated to accommodate this additional form of payment. There is no change to your retailer commission for these purchases.

**Can players charge more to their debit card than the cost of the tickets they are buying in order to avoid using my store's ATM?**

No. The debit card will only be charged for the cost of the tickets purchased at the self-service terminal. Players cannot get cash back.

*Do you have additional questions? Please call your Maryland Lottery District Manager.*