

Hi Members,

Over recent months LAAV has fielded a number of questions from Agents about the network's views and intentions concerning the future of the Intralot contractual commitment.

The attached Survey will help us to capture your views more thoroughly than we can from anecdotal feedback and we urge those of you who sell Intralot products to complete the Survey.

The results will be conveyed to Members and may be of help to you.

On a different subject we urge Members not to miss the forthcoming series of Tatts Zone meetings, the details of which have been conveyed to Agents and are available on the Tatts Bizpartners website.

A Newsletter is on the way to you including a suggestion that you might care to contribute (further) to the Tatts Bushfire Appeal Draw on 21 February.

Regards

Peter Judkins
CEO
LAAV

Intralot Retailers' Survey

Lottery retailers tend to work in isolation of each other, which makes it difficult to know how your colleagues are going particularly with difficult business issues. The aim of this brief survey is therefore to capture retailers' views in relation to Intralot more thoroughly than anecdotal feedback allows.

The overall results will provide a picture of how Intralot retailers are performing and what they are thinking about doing in the future. Information from this survey should help your decision making.

Individual surveys will be treated anonymously by LAAV. All survey respondents will receive a report on the survey results.

You can complete the survey in one of two ways:

- Type your answers on this form in the areas underlined, save the changes and email the file to info@laav.org.au
- Print the survey, write your answers in the areas underlined and fax the completed survey to 03 9809 5677.

This is an opportunity to share your experience with other members and learn from their experiences.

1. - Since Christmas, have you experienced any connectivity problems with your Intralot terminal?

Answer YES or NO

Answer _____

2. Have you experienced any problems with your Intralot customer ticket self-checker since Christmas?

Answer YES or NO

Answer _____

3. What has been your typical weekly commission during January for:

Lucky Tix	\$ _____
Bingo	\$ _____
Keno	\$ _____
Lucky Lines	\$ _____

4. How much have you spent on your shopfit to accommodate Intralot?

Answer \$ _____

5. Since Christmas, have you thought about terminating your contract with Intralot?

Answer YES or NO

Answer _____

6. Do you intend to terminate your contract with Intralot within the next six months, incur the \$1,800 termination fee and return the equipment?

Answer YES, MAYBE or NO

Answer _____

7. If you answered YES or MAYBE to Question 6, what are your reasons for intending to terminate your Intralot contract?

8. If you answered NO to Question 6, what are your reasons for not intending to terminate your Intralot contract?

9. Overall, how satisfied are you with Intralot?

Answer SATISFIED or DISSATISFIED

Answer _____

10. Knowing what you now know, if you had your time again would you take Intralot?

Answer YES or NO

Answer _____

11. What do you believe needs to be done to make Intralot more successful?

12. For the purposes of categorizing your answers, indicate if your outlet is:

• a shopping centre kiosk or shopfront Answer _____

• in a metropolitan or regional area Answer _____

Thank you for your contribution