

Unity player FAQs

What is Unity?

The Unity Lottery is a lottery platform which charities of all shapes and sizes can use to run their own fundraising lotteries. The Unity Lottery platform is administered by Sterling Management Centre Limited, a licensed External Lottery Manager (ELM) by the Gambling Commission.

How does it work?

The Unity platform enables charities and good causes to run their own weekly lottery costing £1 per entry, per week, to support their fundraising. The draw is run every Friday and each entry has the chance to win one of four amazing prizes, including the top prize of £25,000!

How I enter?

The first thing to do is to choose the cause you would like to support! If you don't know already, start here and [find a cause](#) to support.

Once you have selected your chosen cause, there are normally two ways to enter. From your cause's Unity lottery page, choose one of the following options:

- Enter online using Direct Debit or debit card payment
- Download a PDF sign up to print out and post to us using the freepost address if you wish to enter by Cheque. You can also use the PDF form to join by Direct Debit.

Can I choose my own numbers?

No, players lottery numbers are randomly assigned to players when they sign up and stays with them for the duration of their membership in your lottery. Once they have entered, they will be sent confirmation of your unique lottery number by post.

How old do I have to be?

Player minimum age of entry is 16. Some lotteries however stipulate an entry age of 18+.

Can I have more than one entry?

Yes! When a player chooses more than one entry, they are assigned another set of randomly generated numbers for each subsequent entry into the draw. In accordance with our commitment to responsible gambling we allow a maximum of 20 chances for each draw. Some lotteries however stipulate and run a lower number of maximum entries.

Where does the money go?

For every £1 played, at least 50p goes directly to the respective cause as profit. The other 50p is split between the prize pot (18.4p) and administration costs (31.6p).

How are lotteries able to offer £25,000 as a top prize?

When players win a prize, this is covered by the Unity prize pot. This means that charities using Unity for their fundraising lotteries can offer a £25,000 jackpot and smaller prizes to their players.

What are the odds of winning a prize?

Unity is a fixed odds, number match game, this means that every entry has an equal chance of winning, no matter which lottery they are playing. Each £1 entry across the Unity platform has a 1 in 63 chance of winning one of the prizes.

Can you guarantee the lottery is fair?

Yes, every entry has an equal chance of winning, and the winning numbers are drawn at random.

What can I win?

Every Friday, a winning number is drawn at random. Players must match the digits to win up to £25,000!

We generate a random 6-digit winning number sequence and if the player's digits are in same positions as the digits in the winning number sequence, they win a prize!

For example, if the winning number sequence were 123456, the lottery number **163057** would be a 3-digit winning match; because 3 digits are positioned in the same place in the sequence meaning they would have 5 entries into the next draw!

3 digit match = **5 entries into the next draw**

4 digit match = **£25**

5 digit match = **£1,000**

6 digit match = **£25,000**

Where do I find the winning numbers?

The winning numbers are available every Friday afternoon at www.UnityLottery.co.uk. They are also available on the Unity Lottery Facebook page; www.facebook.com/UnityLottery. For a jackpot winner we contact the cause first and then they will decide on who contacts the winner to inform them of their win.

How do I claim my winnings?

There is no need for players to claim their winnings if they win. We send any winnings as a cheque directly to their registered address. If they match 3 numbers and win the 5 additional entries, players are notified by email and the entries are automatically added to the next draw.

Why am I receiving letters from Unity Lottery and not the cause I am supporting?

As all lottery administration is handled by Sterling Management Centre Limited, who provide the Unity Lottery platform, all lottery communications come from Unity.

Are the lotteries legal?

Yes. Charities and good causes operate their lotteries compliantly under licence from their local authority or the Gambling Commission, and all administration is handled by Sterling Management Centre Limited, a certified External Lottery Manager (ELM) with the Gambling Commission.

Who do I contact about the lottery or my membership?

You can contact one of our friendly members of staff at the Unity Lottery helpline on 0370 050 9240 to discuss the lottery or your membership. (Lines are open 9am to 5pm, Monday to Friday) calls are charged at your local rate.

Alternatively, you can contact Unity through our [contact form](#).

What happens if I lose connection to the internet while joining online?

If you are trying to submit your Direct Debit or Credit/Debit card details and you lose your internet connection, we advise you to contact our helpline on 0370 050 9240 to confirm if we have received your entry.

Are my entries eligible for Gift Aid?

No. Unfortunately, Gift Aid cannot be claimed on funds raised through the lottery.

I've signed up to a lottery in Unity. What happens now?

If you have signed up online, you will receive a welcome email which will detail confirmation of your entry into the lottery. From this point, or if you have signed up using a PDF sign up form, you will receive a confirmation letter within the next 21 days containing details of your lottery number(s) and our intent to claim funds if you have signed up by Direct Debit.

Once we have received your payment, you will be entered into each available weekly lottery draw as long as you have credit available against your lottery number.

Why is there a delay between registration and entry into the draw?

Following registration, it is necessary to complete several administrative processes which include verifying your payment details with your bank, claiming the funds from your bank account and the funds being received.

Why is the Direct Debit £4.34 per month and not £4.00?

The monthly cost breakdown of £4.34 for playing the lottery is based on paying £1 per week over a 52-week year. Direct Debits for this amount are collected once a month and sometimes there will be five weeks in a month, so the additional 34p is to build up credit to cover the fifth week in these instances.

I have lost my lottery number(s)! What should I do?

If you want to check your lottery numbers, you can contact our friendly helpline team on 0370 050 9240 (Lines are open 9am to 5pm, Monday to Friday) calls are charged at your local rate.

How do I cancel my membership?

If you want to cancel your lottery membership, please contact our friendly helpline team on 0370 050 9240 (Lines are open 9am to 5pm, Monday to Friday) calls are charged at your local rate.

I have moved address or my name has changed, do I need to tell anyone?

Yes. If you have changed your address, it is important that you notify us, otherwise, we won't be able to send you your winning cheque. To inform us of an address change, please contact our friendly hotline team on 0370 050 9240 (Lines are open 9am to 5pm, Monday to Friday) calls are charged at your local rate.

What is responsible gambling?

Responsible gambling means staying in control of how much time and money we spend on gambling. Responsible gambling means not spending more money or time than we can reasonably afford on gambling activities, keeping in mind all our other responsibilities in life.

I would like to speak to someone about a gambling problem, can you help?

To speak to someone about a gambling problem, contact the BeGambleAware confidential helpline on 0808 8020 133 or visit their website at www.gambleaware.co.uk for further information.

How do I make a complaint?

If you have any concerns, please get in touch with us on 0370 050 9240 or use our contact form, and we will endeavour to answer any queries you may have. (Lines are open 9am to 5pm, Monday to Friday) calls are charged at your local rate.

How do I self-exclude myself from entering the lottery?

If you feel you may be susceptible to gambling problems and would like to ask that you are excluded from the lottery, please download our self-exclusion policy.