

### **Performance Rating Review Process**

1. Discuss any questions or concerns you have regarding your outlet's performance rating with your Business Development Manager. If the issue cannot be resolved, please proceed to complete the Performance Rating Review request form below.
2. Complete all the fields required and provide suitable evidence to support your request for a Performance Rating Review, and email to [retailcompliance@tabcorp.com.au](mailto:retailcompliance@tabcorp.com.au). In order to process your request, this should be submitted within 21 days from the time the outlet performance rating was updated on the Performance Dashboard each week.
3. The Retail Compliance Team will process the Performance Rating Review, and all supporting information will be reviewed by the Lott's Performance Rating Review Committee for a decision.
4. The Lott will keep you informed of the progress and should complete the review within 21 days from when it is received, which in line with our Complaint Handling Charter.
5. If the Lott agrees to adjust your outlet's performance rating, you will receive written communication advising of the outcome, and you will be reimbursed any remuneration due for the period affected in the next available sweep.
6. If the Lott upholds the outlet's performance rating, you will receive written communication advising of the outcome, including why the review was unsuccessful. If your outlet's performance rating is still an ongoing concern, then you may commence the Franchise Dispute procedure in the Franchise Agreement, or the procedure in the Franchising Code of Conduct.

This Performance Rating Review process may be updated by the Lott at any time.



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### Performance Rating Review Form

Please complete all fields in this form and email with your supporting documents to [retailcompliance@tabcorp.com.au](mailto:retailcompliance@tabcorp.com.au) with the email subject heading "Performance Rating Review Request – Outlet Name".

Outlet ID	
Outlet name	
Franchisee name/s	
Email address	
Contact phone number	
Which week and what outlet performance rating/s to be reviewed	<i>Refer to your Outlet Performance Rating Report on Retailers Web.</i>
Provide details for the reason/s for review	
Supporting documentation	<i>Provide supporting documentation for example: Police report, insurance claims for operational impacts, emails etc.</i>

Please email to [retailcompliance@tabcorp.com.au](mailto:retailcompliance@tabcorp.com.au)

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