

 한국소비자원		<h1>Press Release</h1> <p>"We make a better world with consumers"</p>		 <a href="#">Facebook @kcanews</a>  <a href="#">Instagram @kca.go.kr</a>	
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## Be careful about lottery winning number prediction services!

- Do not put too much trust in them as there is good chance of ending up with a fiasco ... unlikely to get refunds -

Consumers' crave for a jackpot oftentimes drives them buy lotteries\*. And many of them rely on lottery winning number prediction services\*\* ("lottery prediction services"). Increases in consumers being victimized in such regard highlight the need to pay particular attention.

\* Online lottery sales: (2017) KRW 3,700 billion → (2018) KRW 3,900B → (2019) KRW 4,300B

\*\* Services that offer numbers allegedly likely to be winning numbers in return for money.

In 2019, the Korea Consumer Agency (President Lee Hee Sook) received consumer redress requests in relation to the lottery prediction services, more than doubled compared to 41 in 2018.

\* Lottery prediction service consumer redress requests: (2017) 48 → (2018) 41 → (2019) 88

### ☐ Oftentimes refunds rejected for termination

Operators of the lottery prediction services often attracts consumers and win contracts, alluring them with statements that the more they pay, the more likely to win lotteries, or they would a full refund or free services if no wins during the contract period.

However, of the 88 consumer redress requests received in relation to the lottery prediction services in 2019, 72 (81.8%) were cases where consumers requested contract termination and refunds on the ground that the numbers kept not winning but the service providers refused the requests. For 'no wins and refund' agreements, cases have been reported where the service providers refuse to provide refunds on the excuse of not meeting the refund criteria in the terms and conditions or cases not eligible for refunds.

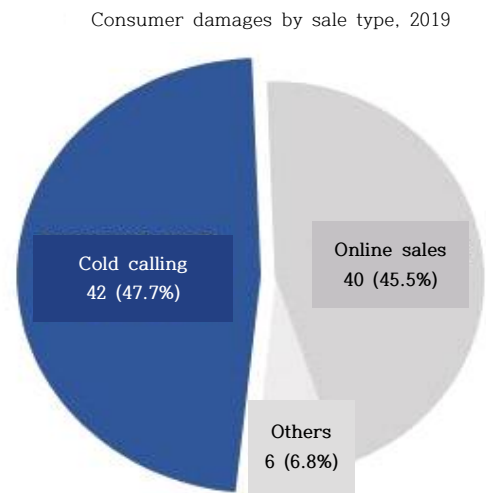
**[Types of consumer damages]**

(Unit: cases, %)

Type	Termination	Default	Cancellation	Quality / post-sales service	Total
Cases (%)	72(81.8)	8(9.1)	6(6.8)	2(2.3)	88(100.0)

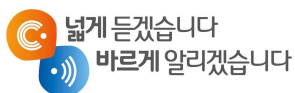
## □ Many 'free' services aim to mine consumers' mobile phone numbers

Lottery prediction service providers often rake in consumers' mobile phone numbers on the pretext of free lottery prediction services offered on the internet and use them for telemarketing to attract paid subscribers. Indeed, 42 of the 88 consumer redress requests received in 2019 were related to cold-calling (47.7%). Most 'free' services are nothing but baits to tempt consumers to sign up for paid services, and consumers are advised to keep away from them if they do not want to see the case being for them.



## □ Do not be blinded by verbal promises or claims about winning probabilities. Do double and triple check.

The Korea Consumer Agency advises consumers, with a view to avoiding consumer damages, to: play lotteries responsibly as a game and do not be overly immersed in winning; do not sign contracts with blind faith in winning probabilities claimed by service providers; when signing contracts, have additional terms and conditions mentioned the service provider recorded in evidentiary forms, such as a written agreement or recordings; if wishing to terminate the contract, send a content-certified mail to express the intention to terminate the contract, as lottery prediction service agreements are a continuative transaction, which consumers have the right to terminate at any time under the Act on Door-to-Door Sales, Etc.



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※ The Korea Consumer Agency listens to citizens' opinions and suggestions related to the agency operations on its citizen suggestion system.

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