



Notice to all our Clients : Covid 19 Update

Due to the current situation regarding Covid 19 we feel it necessary to issue a statement to help reassure our clients of continuity of systems developed by ourselves.

All our system requires minimal maintenance, the majority of our work consists of updates to allow users different functionality. Even without us they would continue to operate as normal.

We have sufficient resources to deal with any issues over the coming months and years.

We have three frontline staff who are all fully conversant with the operation and maintenance of our systems. All of our work is done remotely, and no on-site visits are needed.

All our staff are working separately from each other and adhering strictly to the government policies regarding distancing and isolation.

All of these staff are not in the vulnerable persons category. Should any critical staff be unable to fulfil their duties, due to the remote nature of software development, we have the ability to replace if necessary, within a matter of days with similar qualified staff.

We have operated for 30 years through sickness and holidays with no break in service, admittedly this situation is entirely different but please be assured we will be here for you to allow the continuance of your lottery.

Please note that any client meetings will be suspended until further notice.

Please continue to contact us at support@towerlotteries.com for any assistance with your systems and we will respond within the usual timescale.

Our office number 0333 577 2151, will also remain available should you have a pressing issue.