

****ANNOUNCEMENT****

Unfortunately due to the COVID-19 crisis we are facing worldwide, our offices have been shut and our **PRIZE LINE** will no longer be available until further notice.

If you have any **URGENT** inquires only, please email us at tlprizes@pacificmags.com.au OR newidea@pacificmags.com.au and we will endeavour to get back to you as soon as we can.

We can confirm, at this stage, this will **NOT** effect the Competitions and their Draws, they will **ALL** still run according to schedule; Weekly and Puzzle Books. We are liaising every day with Australia Post and New Zealand DHL to ensure everyone's mail entries are being looked after and received at our premises.

There will be **NO** change to **ONLINE** entries, we are still receiving these. A reminder you **no longer receive an email confirmation** that we have received your entry, there is a POP UP message that appears on your screen once you submit your entry confirming it has been received. If you **do not see this POP UP**, it just means your **Internet Security settings have blocked this feature**; ADS and Pop Ups.

In regards to **Prize Fulfilment**, we are also liaising with our warehouses to ensure distribution still runs smoothly. If for any reason your prize isn't received between the 6 to 8 week time frame, please bare with us as some situations are out of our control especially with the Mail providers and the Governments implementations due to the COVID-19.

Cash prize winners, cheques will still run as normal.

REMINDER If your cheque has the correct name but you have recently moved address, your cheque should still be accepted by the bank.

*For incorrect names printed on a cheque, please send us an email letting us know and have the cheque posted back with the **CORRECT SPELLING** to the attention of;*

Louisa Caponetto

Pacific Magazines

8 Central Avenue

Eveleigh NSW 2015

Once the cheque has been received, given the current circumstances it may take a little longer than the general FOUR (4) to SIX (6) weeks for the Bank to cancel and re-issue a new cheque prior to it being re-sent to you.

****tlprizes@pacificmags.com.au OR newidea@pacificmags.com.au is ONLY to be used for any URGENT inquiries.***

During this time we thank you for your patience and are sending our love and well wishes for your safety and good health.

Kind Regards,

The Competition & Marketing Teams of *that's life!*, New Idea, and Puzzle Books