



GOVERNMENT OF THE STATE OF MINAS GERAIS

Minas Gerais State Lottery

Game Development Division

Annex No. V/LEMG/DDJ/2023

PROCESS No. 2040.01.0000233/2023-04

ANNEX V:

PERFORMANCE INDICATORS

1. INTRODUCTION

1.1. This ANNEX aims to present indicators for monitoring obligations attributed to the CONCESSIONAIRE, as well as demonstrating the achievement of goals established in Annex I - Basic Project/Appendix 1 items 5. and 6., for the purposes of extending the Contract grant.

two. INDICATORS AND PERFORMANCE PARAMETERS OF LOTTERIES IN ON LINE/REAL TIME SYSTEM

2.1. These are performance indicators of the Contract, in accordance with technical requirements and obligations established in the Concession:

- 2.1.1. Game System Availability;
- 2.1.2. Game Management Functionality;
- 2.1.3. Annual growth in Net Revenue;
- 2.1.4. Certification; It is
- 2.1.5. Quality of Services.
- 2.2. Details of the indicators:
- 2.2.1. Game System Availability

The Concessionaire must guarantee the availability of the Gaming System to ensure that the collection of games is not compromised by possible system failures. To this end, the Concessionaire must present monthly availability reports.

2.2.2. Game Management Functionality

2.2.2.1. Full reporting and information monitoring functionality on the operation of Lottery games in the On Line/Real Time System must be available for access by LEMG remotely, on a computerized medium made available by the Concessionaire.

2.2.3. Net Revenue Growth

2.2.3.1. Calculation of net revenue growth based on the minimum value of the Minimum Targets Annual amounts set for Gross Collection during the 26 (twenty-six) years of the contract, with a focus on check points, according to Annex I - Basic Project/Appendix 1, item 6.

2.2.4. Certification

a) Adherence to required certifications as established in Annex I - Project

Basic/Appendix 1; It is

b) Continuous maintenance of required certifications as established in the Project Basic - Annex I - Appendix 2.

2.2.5. Quality of Services

a) Resolution of 99% (ninety-nine percent) of Bettors' complaints relating to the payment of prizes within a maximum of 2 (two) business days from the registration of the complaint;

b) Resolution of 99% (ninety-nine percent) of complaints records from other natures, originating from Bettors within, at most, 5 (five) business days;

c) Payment of 99% (ninety-nine percent) of premiums with a value less than or equal to the Income Tax exemption band within 02 (two) business days after request by the Bettor; It is

d) Payment of 99% (ninety-nine percent) of premiums above the range exemption from Income Tax within 2 (two) business days of the request for Bettor payment.

2.2.5.1. It is understandable that complaints and other claims related to the gambler, citizen, member of the community, be resolved with all speed and promptness. For Therefore, the deadlines will be duly counted from the receipt of all necessary subsidies for the resolution of the situations described in subitem 2.2.5.

2.2.5.2. The quality perception indicators listed above will be checked quarterly.

2.2.5.3. The Granting Authority, through regulation, may define, throughout the Concession, complaint classification criteria and deadlines for resolution, considering the company's commercial practices Concessionaire and public interest in the collection of Lotteries in the On Line/Real Time System.

3. SCHEDULE OF GENERAL PERFORMANCE EVALUATIONS

3.1. The indicators and parameters indicated in item 2 form the structure of the analysis of performance of the Concession that will be implemented in 2 (two) parallel lines in time, namely:

3.1.1. Year by year; It is

3.1.2. According to the sequence of Steps in the series indicated in Annex I - Basic Project/Appendix 1, item 5.

3.1.3. Defining the precise moments in which assessments and measurements will be scheduled described in the subitem above will be subject to specific regulations to be established in common agreement with the future Concessionaire, after signing the Contract.



Document signed electronically by **Ronan Edgard dos Santos Moreira, General Director**, on 12/29/2023, at 12:30 pm, according to official Brasília time, based on art. 6th, § 1st, of the [Decree No. 47,222, of July 26, 2017](#).



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