

# **The Parish of St. Jude the Apostle**

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## **Official St. Jude the Apostle Parish 2024 Winavette Car Raffle Frequently Asked Question (FAQ)**

### **Q: How do I receive a refund?**

A: Call the designated phone number for this process at (888)-341-6210 or (814)-217-8901. Please leave your name, phone number or email address and proof of purchase information. Email [stjude.refund2024@outlook.com](mailto:stjude.refund2024@outlook.com). You can also use the designated email to send your name, phone number or email address, and proof of purchase information. The phone number and email address are unique for this process and managed by the accounting firm.

### **Q: Why are tickets being refunded?**

A: After a thorough independent review, a legally compliant redo of the raffle is not possible under Pennsylvania's Small Games of Chance law, and for that reason, the parish will issue refunds to all those participants that request a refund.

### **Q: Will there be a new drawing?**

A: No. There is insufficient information to conduct a new raffle that would offer each participant an equal chance of winning.

### **Q: Will I automatically receive a refund.**

A: No. The information we have is insufficient. Please follow the process to initiate steps to receive a refund.

### **Q: How will refunds be issued?**

A: It has been determined that the most efficient method for refunding ticket sales is not through the original form of payment; instead, all those who request a refund will receive payment by check. Refunds will begin to be administered beginning in January but may take time due to the volume of requests. Please be patient as this is an ongoing process. A dedicated hotline and email address were established to streamline the refund process. Each call is important and the phone calls are being returned as quickly as possible. Reaching out additional times will slow the process.

**Q: Who is handling the refunds?**

A: HBK, an independent accounting firm, has been hired to ensure fairness, neutrality and accuracy.

**Q: Do I need to submit anything to receive my refund?**

A: Yes. Please provide proof of purchase for the tickets. St. Jude the Apostle Parish is accepting a variety of methods to determine a proof of purchase. These may include the date of purchase, ticket number, amount paid, email address used or a copy of the email receipt. If the purchase was made with cash, please provide as many details as possible about the transaction to help the accounting firm verify it (such as location of purchase, approximate time and number of tickets purchased).

**Q: How long will the refund process take?**

A: The window to request a refund is between Dec. 6, 2025, and Jan. 3, 2026. The verification and refund process may take a few weeks. Individuals who requested a refund will receive confirmation once completed.

**Q: I purchased multiple tickets. Will they be refunded together?**

A: Whenever possible, multiple tickets purchased by the same individual will be refunded together.

**Q: How is the parish ensuring transparency?**

A: The independent accounting firm will complete full reconciliation and reporting to ensure compliance.

**Q: Who can I contact with questions?**

A: If you have concerns, please call the designated phone number for this process at (888)-341-6210 to leave a message or (814)-217-8901 or email [stjude.refund2024@outlook.com](mailto:stjude.refund2024@outlook.com) with your question or concern. The phone number and email address are unique for this process and managed by the accounting firm.

**Q: Can I call or visit St. Jude Parish for a refund?**

A: No. An independent accounting firm is handling this process. Staff at St. Jude Parish will not be able to issue a refund. If you have questions, please call the designated phone number for this process at (888)-341-6210 or (814)-217-8901 or email [stjude.refund2024@outlook.com](mailto:stjude.refund2024@outlook.com) with your question or concern.

**Q: What if I threw away my ticket?**

A: Please provide another proof of purchase.

**Q: What happened to the corvette?**

A: The corvette was sold back to the original car dealership, and the funds were returned to a parish account.

**Q: What constitutes proof of purchase?**

A: St. Jude the Apostle Parish is accepting a variety of methods to determine a proof of purchase. These may include the date of purchase, ticket number, amount paid, email address used or a copy of the email receipt. If the purchase was made with cash, please provide as many details as possible about the transaction to help the accounting firm verify it (such as location of purchase, approximate time and number of tickets purchased).

**Q: Why has it taken this long to offer a refund?**

A: The information regarding the raffle was insufficient. Since accepting this assignment in August, the pastor of St. Jude the Apostle Parish collaborated with Bishop Persico, the forensic investigator, the District Attorney's office and now, HBK accounting firm. He is now able to launch this course of action.