



NEWS RELEASE

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MEDIA ALERT: St. Jude Winavette car raffle refund process update

On Dec. 7, St. Jude the Apostle Parish announced the launch of a formal refund process for all individuals who purchased tickets for the St. Jude the Apostle Parish 2024 Winavette Car Raffle. The process was developed to help facilitate refunds to all those who purchased raffle tickets. To improve this process, there are now a few updates regarding how refunds will be administered and what constitutes a proof of purchase.

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.

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. If you are unsure of what is considered a proof of purchase, kindly leave a message and a member of the accounting firm will return your call to review your information.

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.

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Multiple methods of outreach are being utilized to contact participants to reach a large geographic area digitally.

St. Jude the Apostle Parish is pleased that the message has a wide reach and extends appreciation to the media outlets and community for their support in helping to broadcast the message near and far.

It is St. Jude the Apostle Parish's intent to provide a refund to all those that are entitled to one.

How to Request a Refund

Individuals who purchased 2024 Winavette car raffle tickets may request a refund between **December 6, 2025, and January 3, 2026**, through one of the following methods:

- 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. Please email 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. Due to insufficient records, the accounting firm will issue refunds to the best of their ability by check. The process may take several weeks. Purchasers will receive confirmation once their refund has been processed.

For more information, including the full refund process and an FAQ, please visit <https://www.eriercd.org/refund.html>.



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