

Protecting Your Play: Retailer Compliance

BCLC contracts with approximately 3,500 lottery retailers who help perform more than 450 million lottery transactions every year. Retailers sell BCLC products following policies and procedures as set out in the Lottery Retailer Agreement and Retailer Manual.

Protecting the integrity of the lottery system is paramount and BCLC has layers of security in place to do this, including systems to help proactively identify patterns of concern. BCLC also oversees a Mystery Shop Program to check that retailers comply with lottery sales and validation policies and customer service standards.

BCLC reviews every player concern and investigates all complaints against retailers. If the complaint involves the breach of a provincial or federal enactment, BCLC gathers related information and immediately notifies its regulator, the Gaming Policy and Enforcement Branch (GPEB), and/or police.

BCLC has service standard remedies, which is a list of actions we take in order to manage retailer performance issues. For the purposes of these charts, a lottery retailer is any person (including an employee or volunteer) contracted by BCLC to handle, sell and/or validate lottery products at a retail location.

BCLC action against Retailer Infractions 2017/18

Infraction Types	Validation Issues	No Play at Work	Conduct Contrary	Fraud/Theft	Selling to Minors	ID 25	Misuse of Equipment	Payment Issues/Contract Violations
Verbal Warning*	18	7	9	0	0	0	1	9
Notification Email	127	12	0	0	0	580	0	1
Warning Letter	0	7	3	0	0	0	0	1
Suspensions	0	0	0	0	0	0	0	0
Terminations	0	0	0	1	0	0	0	0
Total of all Actions	145	26	12	1	0	580	1	11

*Beginning in August 2017, BCLC Investigations began phasing out the use of Verbal Warnings, and began documenting such incidents with Notification Emails. Following a retailer "ID 25" information campaign in 2016/17, BCLC conducted its first annual mystery shop operation of 1,040 retailers in 2017/18 to ensure compliance with checking for valid government ID for customers who appear under the age of 25.

Glossary:

Conduct Contrary

Any conduct by a lottery retailer that BCLC deems non-compliant with [policies and procedures](#) set out in BCLC's Retailer Manual and in the Lottery Retailer Agreement. This includes any actions by the retailer that undermines the integrity or security of BCLC's lottery system, and the reputation of BCLC.

Fraud/Theft

Retailers or clerks engaging in fraudulent activity, including misrepresenting the ticket of a customer as their own ticket.

No Play at Work

Lottery retailers cannot at any time purchase, play or validate their personal lottery tickets at their location of employment. All lottery retailers must also declare themselves as a Lottery Retailer when claiming any BCLC prize.

Validation issues

Infractions occur when the retailer does not follow the validation process as outlined in the policies and procedures, and/or BCLC's Lottery Retailer Agreement.

ID25

Selling lottery products to anyone who appears to be under 25 years of age.

Selling to Minors

Selling lottery products to anyone under 19 years of age.

Misuse of Equipment

Misuse or tampering with lottery terminals and other equipment.

Payment Issues

Retailers must pay all lottery prizing in cash unless otherwise approved by BCLC.

Contract Violations

Retailers must use and store all lottery products as outlined in the policies and procedures, and/or BCLC's Lottery Retailer Agreement.