

PROTECTING YOUR PLAY: RETAILER COMPLIANCE

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

BCLC has layers of security in place to protect the integrity of the lottery system, including systems to help proactively identify patterns of concern. BCLC also oversees a Mystery Shop Program to check that retailers comply with lottery sales, 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.

Under the LRA, BCLC can take certain actions 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 2019/20

	Conduct Contrary	ID25	No Play At Work	Checking Personal Ticket at Work	Contract Violations	Validation Issues
Notification Email	1	0	1	13	6	7
Suspension	1	0	0	0	0	0
Terminations	0	0	0	0	1	0
Warning Letter	12	176	6	1	0	25
Total of All Actions	14	176	7	14	7	32

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.

ID25: Selling lottery products to anyone who appears to be under 25 years of age without first asking for identification for proof of age.

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.

Checking Personal Ticket at Work: Lottery retailers cannot check personal lottery tickets using Check A Ticket Terminals (CATT) or the BCLC! Lotto App at their location of employment.

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

Validation Issues NFT (Not related to Fraud and Theft): 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.