

## PROTECTING YOUR PLAY: RETAILER COMPLIANCE

BCLC contracts with approximately 3,500 lottery retailers who help perform approximately 450 million lottery transactions annually. Retailers sell BCLC products following policies and procedures as outlined in the Lottery Retailer Agreement and Retailer Manual.

BCLC's layers of security help protect the integrity of the lottery system, including systems to proactively identify patterns of concern. BCLC oversees a Mystery Shop Program to safeguard compliance with validation policies, lottery sales and customer-service standards.

BCLC reviews all player concerns and investigates retailer-based complaints. If a complaint involves the breach of a provincial or federal enactment, BCLC gathers related information and notifies its regulator, the Gaming Policy and Enforcement Branch (GPEB), and/or police.

BCLC has service-standard remedies, a list of actions to manage any 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 2021/22

Infraction Types	Validation Issues (Not Related to Fraud or Theft)	No Play at Work, including CATT/App	Conduct Contrary	Fraud/Theft	Selling to Minors	ID25	Misuse of Equipment	Other Contract Violations
Notification Email	0	3	0	0	0	0	0	0
Warning Letter	25	1	3	1	0	248	0	2
Suspensions	0	0	0	0	0	0	0	0
Terminations	0	0	0	0	0	0	0	0
Total of all Actions	25	4	3	1	0	248	0	2

#### 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 (CATT/App)**

Lottery retailers cannot at any time purchase, play or validate their personal lottery tickets at their location of employment, including Check A Ticket Terminals (CATT) or on the BCLC! Lotto App. All lottery retailers must also declare themselves as a lottery retailer when claiming any BCLC prize.

### **Validation Issues Not Related to Fraud or Theft (NFT)**

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**

BCLC has specific measures in place to help prevent the sale of lottery tickets to minors, including its ID25 age verification policy and mystery-shop program. The ID25 age-verification policy requires lottery retailers to check photo identification of any lottery player who appears to be 25 years of age or younger, to confirm the player meets the minimum age requirement of 19 to purchase lottery products. Retailers who fall short of meeting BCLC's ID25 policy are subject to service standard remedies outlined in the Lottery Retailer Agreement.

### **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.