

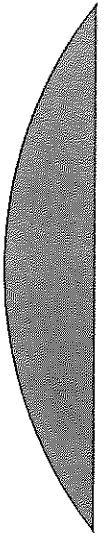


74 West Seymour Street
Kamloops, BC V2C 1E2

T 250 828 5500
F 250 828 5631

2940 Virtual Way
Vancouver, BC V5M 0A6

T 604 270 0649
www.bclc.com



VIA EMAIL

February 24, 2020

[applicant information]

Dear

Re: Request for Records: BCLC File 20-012

British Columbia Lottery Corporation (BCLC) writes further to your January 14, 2020 request under B.C.'s *Freedom of Information and Protection of Privacy Act* (FIPPA) and BCLC's letter dated January 16, 2020.

You requested:

"...provide all emails from BCLC addressed to or 'CCed to, <NAMED INDIVIDUAL>, on the issue of compliance from February (1,) 2011, to Jan. 1 2018...."

BCLC is providing 15 pages of records in response to your request. Some information has been withheld from disclosure under sections 15, 17 and 22 of FIPPA.

Below are the reasons for withholding information under each of the exceptions to disclosure noted.

Section 15 (harm to law enforcement)

The information withheld under this section is harmful to law enforcement because it would reveal anti-money laundering control processes. If disclosed, the information would be useful to those seeking to evade detection for committing money laundering offences. In addition, some information withheld under this section could harm the security of a system, including BCLC's computer and communication systems, under section 15(1)(l) of FIPPA.

Section 17 (harm to the financial or economic interests of BCLC)

The information withheld under this section is harmful to BCLC's financial or economic interests because disclosure would reveal the private cell phone numbers of several BCLC employees, which could necessitate changing the numbers with an associated cost to BCLC.

Section 22 (harm to personal privacy)

The information withheld under this section consists of personal information that would result in an unreasonable invasion of personal privacy if disclosed.

The full text of sections 15, 17 and 22 can be found at:
http://www.bclaws.ca/Recon/document/ID/freeside/96165_00

These records will be published a minimum of five business days after release at:
<https://corporate.bclc.com/who-we-are/corporate-reports/reports-disclosures.html>

If you have any questions or concerns regarding BCLC's processing of your request, please contact me at ksimcoe@bclc.com, via mail or at (250) 852-5228.

Additionally, under section 52 of FIPPA, you may ask the Information and Privacy Commissioner to review this reply to your request for information. You have 30 business days from the receipt of this notice to request a review by writing to:

Office of the Information and Privacy Commissioner for British Columbia
P.O. Box 9038, Station Provincial Government
Victoria, BC V8W 9A4

T (250) 387-5629 F (250) 387-1696
Email info@oipc.bc.ca Online www.oipc.bc.ca

Sincerely,
[original signed by]

Kevin Simcoe
Senior Freedom of Information Analyst

Enclosure

From: Kevin Sweeney
To: "Walter Soo"; Terrance Doyle; Robert G. Kroeker; Patrick Ennis
Cc: Brad Desmarais; John Karlovcec
Subject: RE: Follow up to meeting....
Date: November-12-14 2:59:09 PM
Attachments: [image001.gif](#)

Hello Walter,

The two main individuals who are banned from Gaming Facilities (under Sec. 92 of the GCA) are s 22 s 22 . That being said, s 22 many different associates that s 15(1)

and

subsequently be served barring notification for their activity.

Kevin Sweeney, CRM
Director, Compliance & Investigations
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bclc.com

From: Walter Soo [mailto:wsoo@gcgaming.com]
Sent: Wednesday, November 12, 2014 2:41 PM
To: Kevin Sweeney; Terrance Doyle; Robert G. Kroeker; Patrick Ennis
Cc: Brad Desmarais; John Karlovcec
Subject: RE: Follow up to meeting....

Hi Kevin,

Several of the below are s 15(1), s 22

Do you also have the names of the s 15(1), s 22

Thanks,

Walter

From: Kevin Sweeney [mailto:KSweeney@BCLC.com]
Sent: Wednesday, November 12, 2014 2:38 PM
To: Terrance Doyle; Robert G. Kroeker; Patrick Ennis; Walter Soo
Cc: Brad Desmarais; John Karlovcec
Subject: Follow up to meeting....
Importance: High

Hello All,

s 15(1)

below is a breakdown of the associates for

s 22

Kevin Sweeney, CRM
Director, Compliance & Investigations
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bclc.com

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Kevin Simcoe

From: Steve Beeksma
Sent: February-10-16 1:06 PM
To: 'Lisa Gao'
Cc: Tim Li; Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis; Tom Caverly; Daryl Tottenham; Bruno Gatto; Jim Husler; Jerome Wakeland
Subject: RE: ^{s 22} \$5,000 Chips Exchange.

Hello Lisa/all,

Thank you for helping to coordinate this.

Following our conversation with ^{s 22} I'm fine with ^{s 22} using the old chips for buying today.

Regards,

Steve Beeksma
Casino Investigations
BCLC, 2940 Virtual Way, Vancouver, BC, V5M 0A6 T 604 207 0826 C^{s 17(1)}

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Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

-----Original Message-----

From: Lisa Gao [mailto:lgao@riverrock.com]
Sent: February-10-16 9:55 AM
To: Steve Beeksma
Cc: Tim Li; Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis; Tom Caverly; Daryl Tottenham; Bruno Gatto; Jim Husler; Jerome Wakeland
Subject: Re: ^{s 22} \$5,000 Chips Exchange.

Hello, Steve:

As per our conversation this morning, I have confirmed with ^{s 22} the time you suggested.

Please see us at 1:00pm at Salon.

Thanks for your help!

Lisa Gao | Manager, Player Relations

River Rock Casino Resort
Great Canadian Casinos®
Mobile: ^{s 22} <tel:604.808.5304>
Email: lgao@riverrock.com<mailto:adouglas@riverrock.com>
8811 River Road | Richmond, BC | V6X 3P8^{s 15(1)(l)}

On Feb 10, 2016, at 08:27, Steve Beeksma <SBeeksma@BCLC.com<mailto:SBeeksma@bclc.com>> wrote:

Good morning Tim,

We have an investigator on site today until about 1600hrs.

If s 22 is not available for an interview prior to 4pm this afternoon, s 22 will have to call our Consumer Services as per the agreed upon protocol, and s 22 can arrange an interview for another time.

Thanks,

Steve Beeksma
Casino Investigations
BCLC, 2940 Virtual Way, Vancouver, BC, V5M 0A6 T 604 207 0826 C s 17(1)

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bclc.com<<http://www.bclc.com/>>

Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

From: Tim Li [mailto:tli@riverrock.com]
Sent: February-09-16 11:20 PM
To: Steve Beeksma
Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis
Subject: s 22 \$5,000 Chips Exchange.

Hi Steve,

VIP s 22 has a total \$30,000 in old \$5,000 chips that needs to be exchange.

Therefore could you please arrange for a time slot for s 22 to come in for this change?

s 22 did mention that s 22 prefers to bring it in tomorrow (Wednesday) after lunch if it is possible.

Once you have determine an available time to please e-mail me so that I can notify s 22 ASAP.

Sincerely,

Tim Li | VIP Host, Player Relations
T: 604-273-1895 Ext: 4887 | C: s 22
E: tli@riverrock.com<<mailto:tli@riverrock.com>>

s 15(1)(l)

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Kevin Simcoe

From: Steve Beeksma
Sent: February-16-16 3:35 PM
To: 'Wilbur Yang'; Lisa Gao; Jerome Wakeland; Tom Caverly; Bruno Gatto; Daryl Tottenham; Jim Husler
Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; Patrick Ennis; BCRRC Player Relations
Subject: RE: ^{s 22} -- \$5,000 Chips Exchange

Thanks Wilbur,

I am available to meet with ^{s 22} tomorrow at 3pm.

Steve Beeksma
Casino Investigations
BCLC, 2940 Virtual Way, Vancouver, BC, V5M 0A6 T 604 207 0826 C ^{s 17(1)}

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Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

-----Original Message-----

From: Wilbur Yang [mailto:wyang@riverrock.com]
Sent: February-16-16 3:18 PM
To: Lisa Gao; Steve Beeksma; Jerome Wakeland; Tom Caverly; Bruno Gatto; Daryl Tottenham; Jim Husler
Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; Patrick Ennis; BCRRC Player Relations
Subject: Re: ^{s 22} -- \$5,000 Chips Exchange

Hi Steve,

Regards to our phone call, ^{s 22} will come at 3pm tomorrow for ^{s 22} 90k worth of \$5000 chips.

Thank you,

Wilbur

s 15(1)(l)

----- Original message -----

From: Lisa Gao <lgao@riverrock.com>
Date: 02-16-2016 13:42 (GMT-08:00)
To: 'Steve Beeksma' <SBeeksma@BCLC.com>, 'Jerome Wakeland' <PWakeland@BCLC.com>, 'Tom Caverly' <TCaverly@bclc.com>, 'Bruno Gatto' <BGatto@bclc.com>, 'Daryl Tottenham' <DTottenham@BCLC.com>, 'Jim Husler' <JHusler@BCLC.com>
Cc: Rishi Khaira <rkhaira@riverrock.com>, Arlene Strongman <astrongman@riverrock.com>, Roland Monteiro <rmonteiro@riverrock.com>, Walter Soo <wsoo@gcgaming.com>, Terrance Doyle <tdoyle@gcgaming.com>, Patrick Ennis <pennis@gcgaming.com>, BCRRC Player Relations <BCRRCPlayerRelations@gcgaming.com>

Subject: s 22 -- \$5,000 Chips Exchange

Hello, Steve and all:

The Guest s 22 is s 22 today and is wondering whether we could assist with s 22 old chip exchange, a total of 150K

Please kindly instruct the earliest possible time. Our team will be there to assist.

Thank you very much in advance and have a great day!

Lisa Gao | Manager, Player Relations
T: 604-247-8965 | C: s 22
E: lgao@riverrock.com

-----Original Message-----

From: Lisa Gao
Sent: Thursday, February 11, 2016 3:04 PM
To: 'Steve Beeksma'
Cc: Tim Li; Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis; Tom Caverly; Daryl Tottenham; Bruno Gatto; Jim Husler; Jerome Wakeland
Subject: VVIP s 22 -- \$5,000 Chips Exchange

Hello, Steve:

Again: Thank you for your quick response and help towards s 22 old chip exchange request:

As per s 22 : today s 22 brought 90K and there will be roughly about 250K on the way (about 210k chips are currently at s 22 s 22 , 40k+ still in a bag somewhere in s 22).
s 22 will be playing with us at MDB76.

s 22 will notify me when s 22 is coming with the rest of the chips-I told s 22 to come during your office hour (please correct me if I am wrong)

The service of PGF account was mentioned one more time to s 22 while s 22 was waiting for the CPV slip.

Have a great day.

Thanks,

Lisa Gao | Manager, Player Relations
T: 604-247-8965 | C: s 22
E: lgao@riverrock.com

-----Original Message-----

From: Steve Beeksma [mailto:SBeeksma@BCLC.com]
Sent: Wednesday, February 10, 2016 1:06 PM
To: Lisa Gao

Cc: Tim Li; Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis; Tom Caverly; Daryl Tottenham; Bruno Gatto; Jim Husler; Jerome Wakeland
Subject: RE: s 22 \$5,000 Chips Exchange.

Hello Lisa/all,

Thank you for helping to coordinate this.

Following our conversation with s 22 I'm fine with s 22 using the old chips for buying today.

Regards,

Steve Beeksma
Casino Investigations
BCLC, 2940 Virtual Way, Vancouver, BC, V5M 0A6 T 604 207 0826 C s 17(1)

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Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

-----Original Message-----

From: Lisa Gao [mailto:lgao@riverrock.com]
Sent: February-10-16 9:55 AM
To: Steve Beeksma
Cc: Tim Li; Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis; Tom Caverly; Daryl Tottenham; Bruno Gatto; Jim Husler; Jerome Wakeland
Subject: Re: s 22 \$5,000 Chips Exchange.

Hello, Steve:

As per our conversation this morning, I have confirmed with s 22 the time you suggested.

Please see us at 1:00pm at Salon.

Thanks for your help!

Lisa Gao | Manager, Player Relations

River Rock Casino Resort
Great Canadian Casinos®
Mobile: s 22 <tel:604.808.5304>
Email: lgao@riverrock.com<mailto:adouglas@riverrock.com>
8811 River Road | Richmond, BC | V6X 3P8 s 15(1)(l)

On Feb 10, 2016, at 08:27, Steve Beeksma <SBeeksma@BCLC.com<mailto:SBeeksma@bclc.com>> wrote:

Good morning Tim,

We have an investigator on site today until about 1600hrs.

If s 22 is not available for an interview prior to 4pm this afternoon, s 22 will have to call our Consumer Services as per the agreed upon protocol, and s 22 can arrange an interview for another time.

Thanks,

Steve Beeksma
Casino Investigations
BCLC, 2940 Virtual Way, Vancouver, BC, V5M 0A6 T 604 207 0826 C s 17(1)

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bclc.com<<http://www.bclc.com/>>

Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

From: Tim Li [mailto:tli@riverrock.com]
Sent: February-09-16 11:20 PM
To: Steve Beeksma
Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis
Subject: s 22 \$5,000 Chips Exchange.

Hi Steve,

VIP s 22 has a total \$30,000 in old \$5,000 chips that needs to be exchange.

Therefore could you please arrange for a time slot for s 22 to come in for this change?

s 22 did mention that s 22 prefers to bring it in tomorrow (Wednesday) after lunch if it is possible.

Once you have determine an available time to please e-mail me so that I can notify s 22 ASAP.

Sincerely,

Tim Li | VIP Host, Player Relations
T: 604-273-1895 Ext: 4887 | C: s 22
E: tli@riverrock.com<<mailto:tli@riverrock.com>>

s 15(1)(l)

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Kevin Simcoe

From: Jerome Wakeland
Sent: February-16-16 4:54 PM
To: Wilbur Yang; Lisa Gao; Steve Beeksma; Tom Caverly; Bruno Gatto; Daryl Tottenham; Jim Husler
Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; Patrick Ennis; BCRRRC Player Relations
Subject: Re: s 22 -- \$5,000 Chips Exchange

Thank you Wilbur.

Jerome Wakeland, CAMS, CFE
604-785-6737
BCLC Investigator - Casino
Corporate Security and Investigations
Original Message

From: Wilbur Yang
Sent: Tuesday, February 16, 2016 4:37 PM
To: Lisa Gao; Steve Beeksma; Jerome Wakeland; Tom Caverly; Bruno Gatto; Daryl Tottenham; Jim Husler
Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; Patrick Ennis; BCRRRC Player Relations
Subject: RE:s 22 -- \$5,000 Chips Exchange

Hello,

Further update on s 22

After another clear count of the chips, s 22 will bring 135k worth of chips.

s 22 interview is arranged on 11AM Thursday Feb 18th, we have reserved MDB 13&14 for the interview.

s 22 contact number has been provided to Jerome.

Thank you,

Wilbur

-----Original Message-----

From: Lisa Gao
Sent: Tuesday, February 16, 2016 1:42 PM
To: 'Steve Beeksma'; 'Jerome Wakeland'; 'Tom Caverly'; 'Bruno Gatto'; 'Daryl Tottenham'; 'Jim Husler'
Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; Patrick Ennis; BCRRRC Player Relations
Subject: s 22 - \$5,000 Chips Exchange

Hello, Steve and all:

The Guest s 22 is s 22 today and is wondering whether we could assist with s 22 old chip exchange, a total of 150K

Please kindly instruct the earliest possible time. Our team will be there to assist.

Thank you very much in advance and have a great day!

Lisa Gao | Manager, Player Relations
T: 604-247-8965 | C: s 22
E: lgao@riverrock.com

-----Original Message-----

From: Lisa Gao
Sent: Thursday, February 11, 2016 3:04 PM
To: 'Steve Beeksma'
Cc: Tim Li; Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRRC Player Relations; Patrick Ennis; Tom Caverly; Daryl Tottenham; Bruno Gatto; Jim Husler; Jerome Wakeland
Subject: VVIP s 22 -- \$5,000 Chips Exchange

Hello, Steve:

Again: Thank you for your quick response and help towards s 22 old chip exchange request:

As per s 22 : today s 22 brought 90K and there will be roughly about 250K on the way (about 210k chips are currently at s 22 , 40k+ still in a bag somewhere in s 22).
s 22 will be playing with us at MDB76.

s 22 will notify me when s 22 is coming with the rest of the chips-I told s 22 to come during your office hour (please correct me if I am wrong)

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T: 604-247-8965 | C: s 22
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Regards,

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Casino Investigations
BCLC, 2940 Virtual Way, Vancouver, BC, V5M 0A6 T 604 207 0826 C s 17(1)

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Subject: Re: s 22 \$5,000 Chips Exchange.

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Lisa Gao | Manager, Player Relations

River Rock Casino Resort
Great Canadian Casinos(r)
Mobile: s 22 <tel:604.808.5304>
Email: lgao@riverrock.com<mailto:adouglas@riverrock.com>
8811 River Road | Richmond, BC | V6X 3P8 s 15(1)(f)

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Steve Beeksma
Casino Investigations
BCLC, 2940 Virtual Way, Vancouver, BC, V5M 0A6 T 604 207 0826 C s 17(1)

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bclc.com<<http://www.bclc.com/>>

Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

From: Tim Li [mailto:tli@riverrock.com]

Sent: February-09-16 11:20 PM

To: Steve Beeksma

Cc: Rishi Khaira; Arlene Strongman; Roland Monteiro; Walter Soo; Terrance Doyle; BCRRC Player Relations; Patrick Ennis

Subject: s 22 \$5,000 Chips Exchange.

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Sincerely,

Tim Li | VIP Host, Player Relations

T: 604-273-1895 Ext: 4887 | C: s 22

E: tli@riverrock.com<mailto:tli@riverrock.com>

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