



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](http://www.bclc.com)

**VIA EMAIL**

February 23, 2022

[applicant information]

Re: Request for Records: BCLC File 22-004

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British Columbia Lottery Corporation (BCLC) writes further to your January 27, 2022 request, received by BCLC on January 28, 2022 under B.C.'s *Freedom of Information and Protection of Privacy Act* (FIPPA), BCLC's letter dated January 28, 2022, your email dated January 29, 2022 (received by BCLC on January 31, 2022) and your telephone conversation with BCLC on January 31, 2022.

Your original request was for:

“numbers of signed self-exclusion forms on record (Date Range for Record Search: From 2019 To 2021).”

You clarified this request via telephone on January 31, 2022 to be for:

“The total number of voluntary self-exclusion (“VSE”) forms signed by BCLC’s online/ Playnow patrons during each calendar year from 2019 through to 2021 inclusive.”

In accordance with section 6(2) of FIPPA, BCLC has created a record, enclosed in the body of this letter, in response to your request. The record represents the number of new enrollments in the VSE program in BC related to PlayNow.com.

| Timeframe                            | Number of new enrollments in the VSE program in BC related to PlayNow.com |
|--------------------------------------|---|
| January 1, 2019 to December 31, 2019 | 1,619   |
| January 1, 2020 to December 31, 2020 | 2,549   |
| January 1, 2021 to December 31, 2021 | 2,778   |

This letter 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](mailto: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](mailto:info@oipc.bc.ca) Online [www.oipc.bc.ca](http://www.oipc.bc.ca)

Sincerely,  
[original signed by]

Kevin Simcoe  
Senior Freedom of Information Analyst