



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 23, 2022

[applicant information]

Re: Request for Records: BCLC File 22-005

British Columbia Lottery Corporation (BCLC) writes further to your January 31, 2022 request under B.C.'s *Freedom of Information and Protection of Privacy Act* (FIPPA), BCLC's letter dated January 31, 2022, your telephone conversation with BCLC on January 31, 2022 and BCLC's email dated February 1, 2022.

Your original request was for:

"The total number of voluntary self-exclusion signed by patrons online and the total number of new account registrations for online gambling (Playnow.com and any other BCLC represented site) Date range for record search (January 1, 2019 to December 31, 2019, January 1, 2020 to December 31, 2020 and January 1, 2021 to December 31, 2021)."

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

"The total number of new account registrations for online gambling (Playnow.com) 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 successful new account registrations in BC related to PlayNow.com.

Timeframe	Number of successful new account registrations in BC related to PlayNow.com
January 1, 2019 to December 31, 2019	47,696
January 1, 2020 to December 31, 2020	138,162
January 1, 2021 to December 31, 2021	87,708

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, 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