

Lottery Line

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Alcohol and Gaming Commission of Ontario
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M2N 0A4



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Suspensions, revocations and monetary penalties The Hearings Process

Most lottery retailers operate their businesses and sell lottery products responsibly and according to the law. However, under the *Gaming Control Act, 1992*, if there are reasonable grounds to believe that the business or sale of lottery products is not being operated within the law, your lottery registration can be suspended for a period of time or even revoked (taken away) by the AGCO, or you can face a monetary penalty.

For this reason, you need to fully understand the rules for selling lottery products and the requirements of your contract with the Ontario Lottery and Gaming Corporation (OLG).

If the Registrar of the AGCO has evidence to believe that you have been involved in criminal, fraudulent or dishonest conduct, you may be sent a Notice of Proposed Order (NOPO) to suspend or revoke your registration. The NOPO details the specific allegations against you. The Registrar may also issue an Order of Monetary Penalty (OMP) which also includes the specific allegations and requires that you must pay a certain amount based on the infraction.

Decision based on evidence

Any lottery retailer or lottery retailer manager who receives an OMP or NOPO can request a hearing or appeal before the Licence Appeal Tribunal (LAT) to challenge the Registrar's decision. The

hearing is similar to a court proceeding where both sides present their evidence and/or witnesses. LAT then makes a decision based on the evidence. If your registration is suspended, OLG is notified and you cannot sell lottery products until the suspension is completed. If a registration is revoked, you cannot apply for another registration for two years. LAT can only uphold or deny an appeal of an OMP, but cannot vary the amount ordered by the Registrar.

More information on the hearings process, how to request a hearing and preparing for a hearing can be found on the AGCO's website www.agco.on.ca, by contacting the AGCO at customer.service@agco.ca or by calling us at 416.326.8700 or toll free at 1 800.522.2876. Information on the hearings process can also be found on LAT's website at www.lat.gov.on.ca. ■

Lottery by the Numbers

10,161 Ontario retailers registered to sell OLG lottery products

1,880 Lottery retailer managers registered

26 Lottery equipment suppliers registered in Ontario

23 Percentage of Ontario adults who play lotteries at least once a week

TOP TIPS for Lottery Retailers

Here are some helpful tips for all those involved in the sale of OLG lottery products.

DO

- ✓ Make sure your current AGCO registration or a copy is in the OLG binder or posted on the wall.
- ✓ Check tickets for signatures before they are validated.
- ✓ Make sure that tickets are visible to customers during validation and printing.
- ✓ Quiz your staff often about their lottery knowledge (age to buy, sports wager limits, payout maximums, etc.)
- ✓ Have your AGCO lottery registration available for AGCO Inspectors at all times.

DON'T

- ✗ Don't wait to call the OLG for technical help when equipment does not work properly. Call the OLG immediately.
- ✗ Don't sell more than \$100 per game of sports tickets to a customer.
- ✗ Don't validate a photocopied ticket.
- ✗ Don't put anything on top of silent sellers – tickets must be visible.
- ✗ Don't leave objects, loose paper or other clutter on or around the terminal.

Directors: What They Do

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retailers is

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61 Percentage of Ontario adults
who are lottery players

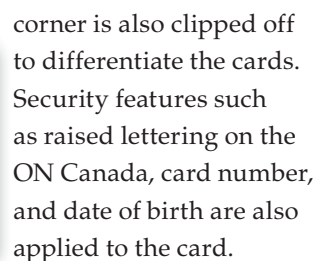
The legal age in Ontario
for playing lotteries **18**

Jade, along with all other AGCO Inspectors, is required to check the employee's knowledge of lottery regulations. "I ask questions such as the legal age to purchase tickets, the steps to take when checking tickets, and game maximums," Jade states. This guarantees that those selling tickets have a full understanding of the rules. "A top priority for retailers," adds Jade, "is not playing or redeeming tickets at their own stores."

Jade also makes sure the customer can see the display screen and employee's actions from the other side of the counter.

Retailers are encouraged to ask questions during the inspection and to direct any questions or concerns after the inspection to their designated OLG Representative.

The new card looks similar to the Ontario driver's licence and includes the card holder's name, photo, signature, address, sex, and date of birth. However, this card is purple rather than the blue colour of the driver's licence. The top-right



For more information on the new Ontario Photo Card, please visit www.mto.gov.on.ca.

AGCO website has lots of information

Please visit us at:
www.agco.on.ca

AGCO | Alcohol and Gaming Commission of Ontario

CAJO | Commission des alcools et des jeux de l'Ontario

Telephone: 416.326.8700
Toll free in Ontario: 1 800.522.2876
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본 문서의 한국어 버전이 필요한 분들은 아래에 적힌 AGCO 웹사이트 링크를 확인하세요. <http://www.agco.on.ca/en/pdfs/index.aspx>