

Lottery Line

JANUARY 2012

Alcohol and Gaming Commission of Ontario
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Inside...

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JEAN MAJOR

Message from the Registrar

As we conclude our fourth year of regulatory activity relating to lottery retail sales, I am pleased to extend to all of our retailers and their staff the very best

wishes for a healthy, happy and successful New Year. Today, we have registered over 11,000 retailers in Ontario who work

selling lottery products that help fund many important health, social and educational programs for the people of our province. I look forward to continue working with all of you in the New Year.

Again, best wishes for the New Year!



Jean Major
Registrar of Alcohol
and Gaming

LOTTERY RETAILER CODE OF CONDUCT integrity • respect • social responsibility

To guarantee public trust in the lottery system, lottery retailers and lottery retailer employees are required to adhere to a mandatory code of conduct which includes:

Integrity

- Complying with all laws and regulations that apply to OLG products
- Follow all OLG operating procedures and contractual requirements

- Make game rules and game information such as prize details and game results available to customers
- Properly redeem prizes and honour all legitimate prize claims
- Self identification as a lottery retailer when claiming any prizes from a lottery game

Respect

- Promote fair, honest and courteous treatment of all customers

- Answer all reasonable customer questions or direct customers to OLG as required

Social Responsibility

- Only sell lottery products and redeem prizes to those who are 18 years of age or older

If you don't follow the lottery retailer Code of Conduct, this may result in the suspension or termination of your retailer agreement with the OLG.

TOP TIPS for Lottery Retailers

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

DO

- ✓ Make sure you rip through the bar code of a winning ticket
- ✓ For OLG Poker Lotto tickets — make sure you ask for the money up front
- ✓ Ensure lottery retailer managers are registered with the AGCO
- ✓ Advise the AGCO of any changes that occur in a registration
- ✓ Make sure that scratched or damaged tickets are immediately returned to OLG

DON'T

- ✗ Don't buy lottery tickets for yourself or family members at your own store
- ✗ Don't sell lottery tickets to anyone under 18 years of age
- ✗ Don't sell tobacco products to underage persons
- ✗ Don't leave loose paper or other clutter on or around the lottery terminal
- ✗ Don't keep illegal gaming machines or video lottery terminals at the retail location

New minister in charge of liquor and gaming in Ontario



A former Mayor of Kingston, Mr. Gerretsen was first elected to the Ontario Legislature in 1995. Mr. Gerretsen has practiced law since 1971 and was appointed Queen's Counsel in 1982.

Service suppliers prohibited from offering incentives

Offers of cash, rebates, clothing such as t-shirts or jackets, loyalty rewards and other similar inducements or incentives to lottery retailers by service providers for the purpose of obtaining and/or maintaining the continued use of their services, are prohibited.

All gaming registrants in lottery licensed retail stores should be aware of this restriction. These types of incentives are sometimes used by some suppliers to convince lottery retailers to change their service from one supplier to another. This is not permitted and could lead to an administrative sanction against the lottery retailer or lottery retailer manager registration.

Lottery retailer registration must be posted in accessible location

Retailers are required to post or place their lottery registration in a convenient and easily accessible location. AGCO Inspectors point out that during compliance inspections, many retailer staff have no idea where the registration is and they have to phone the owner or manager to find it.

Sometimes, the registration is locked away in a file or desk and the owner/retailer must come to the store to get it for the Inspectors. This is a great inconvenience for everyone. The lottery registration must be posted in a clearly visible location inside the retail establishment or placed in the front of the blue OLG binder, and all staff should know where the registration is.

Lottery retailer managers must be registered

All lottery retailers are reminded that employees/staff that are regarded as managers and act on behalf of the owner are required to be registered under the *Gaming Control Act, 1992*.

If these persons oversee or coordinate lottery product sales, manage compliance issues regarding the sale of lottery products or exercise significant decision-making authority with respect to the sale of lottery products, they must be registered as a “lottery retailer manager”. During an AGCO inspection, the retailer/owner may be required to identify these persons and to have available the appropriate registration forms for identification purposes. For a more detailed description of a lottery retailer manager, please visit our website at www.agco.on.ca.

At Toronto
Visit AGCO at
Spring Trade Show



The AGCO will be hosting an information booth at the **2012 Convenience U/CARWACS** show at the Toronto Congress Centre on Tuesday, March 20 and Wednesday, March 21, 2012 from 12 noon to 5:00 p.m. each day. Lottery retailers, their staff, and other interested parties are invited and welcome to stop by and talk to representatives from the AGCO regarding information on the application and regulation of lotteries and break-open tickets. Last year this trade show attracted over 6,000 independent convenience store retailers and other exhibitors.

AGCO website has lots of information

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



Contact Us >>>>>>>>>>>>

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