

Lottery Line

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Alcohol and Gaming Commission of Ontario
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Toronto, Ontario
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From the Registrar

As another busy year draws to a close, it's a pleasure to wish all of our clients and stakeholders in the gaming industry, and in particular, our lottery retailers and your staff, a happy, healthy and successful New Year.

On January 1, 2008, the AGCO began regulating the sale of lottery tickets managed and conducted by the Ontario Lottery and Gaming Corporation (OLG). Today, we have over 12,000 lottery retailers (now known as "Sellers"), lottery retail managers (now known as "Category 1 Gaming Assistants") and suppliers registered.

During the 2011/12 fiscal year, AGCO Inspectors carried out 12,599 inspections at registered lottery retailer locations. Over this period, members of the Ontario Provincial Police assigned to the AGCO carried out 490 lottery related investigations including 32 insider wins over \$10,000, 46 suspicious wins, and 184 various complaints about possible theft and fraud.

At the same time, we are pleased to continue to provide information to the lottery retail sector on your regulatory responsibilities and how to keep your AGCO registration in good standing.

We look forward to working together with all of you in the new year.

Season Greetings!



Jean Major
Registrar of Alcohol
and Gaming

Charges laid in lottery ticket fraud case linked to "No Play At Work"

Lottery retailers are reminded that under OLG's "No Play At Work" policy, they are allowed to buy OLG lottery products, but are not allowed to buy or redeem their own tickets at their own stores.

If a retailer is found to be buying or redeeming tickets in his or her own store, this could lead to a suspension or revocation of the retailer's registration. It could also lead to criminal charges being laid by police.

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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 lottery retail registration does not expire
- ✓ Have your AGCO lottery registration available for AGCO Inspectors at all times
- ✓ Advise the AGCO of any changes that might affect your registration
- ✓ Make sure scratched or damaged tickets are immediately returned to OLG
- ✓ Always rip through the barcode of winning tickets

DON'T

- ✗ Don't sell lottery tickets to anyone under 18 years old
- ✗ Don't sell tobacco products to anyone under 19 years old
- ✗ Don't sell counterfeit DVDs in your store
- ✗ Don't allow illegal gaming machines or operations on your premises
- ✗ Don't buy or redeem lottery tickets for yourself or family members at your own store

Lottery Retailers: Consider Selling Break Open Tickets

A break open ticket (BOT), also known as a Nevada ticket or pull tab, is a cardboard ticket that has one or more tabs that can be pulled or “broken” open to reveal winning and losing numbers or symbols. Charities and religious organizations can apply for a licence to sell BOTs in order to raise funds to benefit the community.

Lottery retailers registered to sell OLG products can sell BOTs at their location on behalf of a charitable or religious organization **without obtaining a separate registration**. It’s as simple as sending in a written request to the AGCO to add BOT registration to your existing lottery retailer registration. Not only will you be helping a worthwhile charity or cause, you’ll also be earning additional income.

The commission you receive as a BOT seller amounts to 20.75% of the win (gross wager minus prizes paid). For example, if a BOT is sold for \$1 and the prize paid is 60 cents, then the win would be 40 cents. Of those 40 cents,

you would receive 20.75%, or 8 cents. Commission is typically paid out at the end of each deal (a set of break open tickets with the same serial number).

Before selling BOTs, you must enter into a written contract with the lottery licensee outlining the terms under which you will sell tickets on their behalf from your location.

As a registered break open ticket seller, you are responsible for all functions directly and indirectly related to the sale of BOTs at your location. Sellers who don’t operate in accordance with the *Gaming Control Act, 1992* and its regulations could have their registration suspended or revoked.

For more information on becoming a BOT seller, please visit our website, http://www.agco.on.ca/en/whatwedo/register_seller.aspx, or contact our Customer Service line at 1-800-522-2876.



"No Play At Work"

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For example, an Ontario couple has been charged by police in regard to an attempt to redeem a winning scratch ticket with a substantial prize.

At the request of OLG, Ontario Provincial Police conducted a fraud investigation following a claim placed on the winning ticket last summer. OPP investigators determined that the ticket had been purchased by an employee of an OLG retailer, but someone other than the purchaser came forward to claim the winning prize.

The couple claiming the prize has been charged with fraud over \$5,000.

OLG and AGCO employees are not allowed to buy or redeem lottery products anywhere at any time.

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Other Languages

Pour lire la version française de ce bulletin, veuillez consulter le site Web de la CAJO à http://www.agco.on.ca/pdfs/fr/lottery_line/LotLine_Nov2012.pdf

본 문서의 한국어 버전이 필요한 분들은 아래에 적힌 AGCO 웹사이트 링크를 확인하세요. http://www.agco.on.ca/pdfs/kn/lottery_line/LotLine_Nov2012.pdf



AGCO's website has lots of information.

Please visit us at www.agco.on.ca