



Lottery Line

SEPTEMBER 2014

Alcohol and Gaming Commission of Ontario
90 Sheppard Avenue East, Suite 200
Toronto, Ontario
M2N 0A4



This Issue

- Validation of lottery tickets by retail seller
- Minister responsible for gaming in Ontario
- Top Tips for lottery ticket sellers
- Backgrounder
- Monetary penalties correction

Important Requirement

Validating lottery tickets for customers

All lottery ticket sellers must be trained and aware that customers must sign their lottery tickets before validation. Retailers should ensure all part-time or new employees, who sell OLG lottery products, understand and are trained in the validation process.

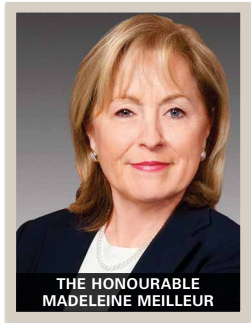
Important Steps

- Do not validate an unsigned lottery ticket
- If a ticket is not signed, ask the customer to sign the ticket before validating
- Tear through the barcode of each winning lottery ticket paid out
- Return all winning and non-winning tickets and the corresponding validation slips to the customer
- Keep lottery ticket paper and other clutter away from the Lottery Terminal, Instant Ticket Device (ITD) or the printer
- Ensure the Customer Display Screen, or ITD at instant ticket retailers, is easily visible to customers at all times

Lottery ticket sellers are inspected for compliance of this policy. Those who fail this requirement may be subject to enforcement measures by the Registrar, which depending on the circumstances, may include a warning letter, an order of monetary penalty or, in certain cases, suspension or revocation of registration. It is important that all lottery ticket sellers, including new hires, are trained to insist customers sign their tickets before validation.

Minister responsible for gaming regulation in Ontario

The Honourable Madeleine Meilleur, Attorney General of Ontario, has responsibility for the oversight of the Alcohol and Gaming Commission of Ontario (AGCO) which regulates the province's gaming and alcohol sectors.



Minister Meilleur represents the Eastern Ontario riding of Ottawa-Vanier. After more than a decade in municipal politics, she was first elected to the Ontario Legislature in 2003 and re-elected in 2007, 2011 and 2014.

Francophone Affairs

Minister Meilleur was appointed Attorney General in March 2014 after having served as Minister of Community Safety and Correctional Services, Minister of Community and Social Services and Minister of Culture. She is also the Minister Responsible for Francophone Affairs.

Minister Meilleur is a registered nurse and lawyer specializing in labour and employment law. In March 2012, she was appointed to the rank of Chevalier of the Ordre national de la Légion d'Honneur by the Ambassador of France to Canada.

The AGCO reports to the Ontario Legislature through the Ministry of the Attorney General.

TOP TIPS for Lottery Ticket Sellers

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

- ▶ Do not sell lottery tickets to anyone under the age of 18
- ▶ Do not buy lottery tickets for yourself or family members at your own store
- ▶ Do not sell tobacco products to anyone under the age of 19
- ▶ Do not allow illegal gaming machines or operations on your premises
- ▶ Do not sell counterfeit DVDs in your store
- ▶ Do not let your lottery seller registration expire
- ▶ Have your AGCO lottery registration available for AGCO inspectors at all times
- ▶ Do not validate a photocopied ticket
- ▶ Make sure lottery tickets are signed by the customer before validation
- ▶ Always rip through the barcode of winning tickets you have redeemed

Backgrounder

It is now more than six years (January 2008) since the Alcohol and Gaming Commission of Ontario (AGCO) was given responsibility for the registration and regulation of lottery ticket sellers and lottery equipment manufacturers. Today, about 10,000 lottery ticket sellers have been registered.

The role of the AGCO is to ensure that gaming in Ontario is carried out in the public interest by people who are socially and financially responsible.

Must be Registered

All lottery ticket sellers must be registered with the AGCO.

The AGCO conducts background investigations on individuals and companies seeking registration under the *Gaming Control Act 1992*, (GCA).

The AGCO monitors and inspects, for compliance with the GCA, all retail locations where OLG products are sold.

Where there is evidence that a registered lottery ticket seller has breached the GCA, the Registrar of the AGCO may impose an administrative sanction where appropriate. This may include a monetary penalty or a proposal to suspend or revoke a registration.

Insider Wins*

All **insider wins** are subject to a review. The OPP Bureau assigned to the AGCO conducts regulatory investigations on behalf of the Registrar on all insider wins over \$10,000 as well as criminal investigations involving any suspicious win.



In the fiscal year 2012/13 the AGCO conducted 15,141 lottery compliance inspections of registered lottery retailer locations.



During the same period, the OPP carried out a total of 183 lottery related regulatory and criminal investigations, comprising 38 insiders wins over \$10,000, 32 suspicious wins and 109 various complaints about possible thefts, frauds, etc.

* An **Insider Win** occurs where an insider claims and is paid a lottery prize. **Insiders** are classified as any person who, within (12) months prior to the date of a prize claim, is defined as a retailer of OLG lottery products and all employees or individuals of the retailer who are involved in the sale and redemption of lottery products.

For a full definition of an insider win, please refer to the OLG website at www.olg.ca/about/media/insider_definition.jsp ■

Correction

Monetary Penalties

The section on monetary penalties in the April/May 2014 edition of Lottery Line contains an error.

There is **no penalty** for selling, redeeming or validating lottery products for your family members when your family members are in your store, providing those family members do not also work at the store.

Anyone who sells, redeems, activates or validates lottery tickets cannot buy, redeem, validate or check tickets at the store where they work. If a lottery ticket seller or staff member is part of a lottery group, that group cannot buy,

redeem, validate or check tickets at your store, even if another person is responsible for these tickets. The penalty is up to \$10,000.

Customers must be in the store when the ticket is sold, redeemed, checked or validated. Again, the monetary penalty for an offence is up to \$10,000.

Lottery ticket sellers also cannot sell lottery tickets to any officers or directors of the retailer, or any partners of the retailer, even if the officers, directors or partners do not sell, redeem, activate or validate lottery tickets. This monetary penalty is up to \$2,000.

Contact Us

Alcohol and Gaming Commission of Ontario

90 Sheppard Avenue East
Suite 200
Toronto, Ontario M2N 0A4

Telephone: 416.326.8700
Toll free in Ontario: 1 800.522.2876
Fax: 416.326.5555
Email: customer.service@agco.ca

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/Lot-Line_September2014.pdf

본 문서의 한국어 버전이 필요한 분들은 아래에 적힌 AGCO 웹사이트 링크를 확인하세요. http://www.agco.on.ca/pdfs/kn/lottery_line/LotLine_September2014.pdf



AGCO's 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

