

Lotto! 1-2-3

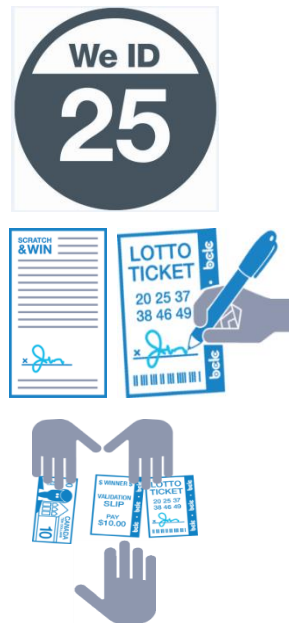


LOTTO! 1-2-3

1. **Ask for ID 25 & Under**
(Player must be 19+)

2. **Get a signature on every ticket you check** (Online and Scratch & Win)

3. **Return everything to the player**



Follow Lotto! 1-2-3 with every player to be compliant with BCLC's Customer Age Verification policy and avoid potential penalties, including financial remedy or termination of your Lottery Retailer Agreement.

Take ownership of your lottery responsibilities and follow Lotto! 1-2-3 with every player.

- Before selling lottery to a customer, you must **ask for ID** if they appear **25 years of age or younger**. When a customer asks for lottery, ask yourself 'how old does this person look?' If you answer any age near, or under 25, **ask for ID. It's BCLC policy.**

Remember, it is illegal to sell lottery to anyone under 19 years of age. **Player must be 19+**

- Before validating any ticket, always check that the ticket is signed or initialed. If it is not signed, ask the player and **get a signature on every ticket**. All tickets, including Online and Scratch & Win, must be signed before you validate it.
- After validating a ticket, always give the player their ticket, the validation slip and any corresponding prize or ticket(s). **Return everything to the player.**

BCLC will be checking to ensure these steps are being followed during Mystery Shop campaigns throughout the year.

Lotto! 1-2-3



1. Ask for ID 25 & Under

(Player must be 19+)



Is it against the law to sell lottery to someone 25 years of age or under?

The sale of lottery tickets to anyone under 19 years of age (a minor) is prohibited by law. BCLC's policy, requires retailers to ask for photo ID from anyone who looks 25 or younger. ID 25 minimizes the risk of a sale to a minor.

What type of identification is acceptable? What if the ID does not look like the customer?

Acceptable identification is any government issued picture ID - drivers license, passport and BC ID. If you are not convinced the ID presented belongs to the person in front of you, ask for a second piece of ID (Care Card, Credit Card) or decline the sale.

What if, after I check ID, the player is not 19 years of age?

If the player is not 19 or older you must decline the sale. Tell the player that you can not sell lottery to a minor, it is against the law.

2. Get a signature on every ticket you check



What is the purpose of a signature on a ticket?

A signature on a ticket, before you take it for validation, enables the player to be able to identify his/her ticket with certainty upon its return.

What constitutes an acceptable signature? Can the Player use an 'X' or other symbol?

A player may choose to sign or print his/her name however he/she chooses. The 'signature' acts as a symbol of ownership protecting the player.

Do I have to check if the signature on the lottery ticket matches the signature on the player's photo ID?

No. The 'signature' acts as a symbol of ownership before validation takes place enabling the player to be able to identify his/her ticket with certainty upon its return.

What if a player refuses to sign a ticket?

If a player refuses to sign a ticket, you must refuse to validate it. If a player refuses to sign a ticket, refer the player to BCLC Customer Support.

3. Return everything to the player



Why do I have to return everything to the player?

The player is the rightful owner of the ticket, validation slip and any corresponding prizes; there may also be Replay and/or Exchange tickets during the Validation process. Always pass everything across the counter back to the player.

What if the player doesn't want all those slips?

You must first return everything to the player. If the player chooses to discard the slips after you have returned them, that is fine.