



# The Compliance Journey

## From Verification to Validation

### Ticket Request

Ask for Government issued photo ID from anyone who appears 25 years old or younger.



Is it Government issued ID?

YES

NO

Use the Lottery Terminal to confirm 19+

Decline the sale.

### POTENTIAL IMPACTS

- Selling to a minor
- Failing BCLC Mystery Shops

### Ticket Purchase

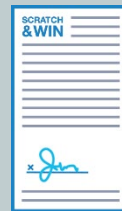
Ensure Scratch & Win Tickets are activated when sold.



- Player can't check their ticket results

### Ticket Validation

Ask for a signature on every ticket you check (Online and Scratch & Win).



Return EVERYTHING to the Player.



- Questions of integrity
- Failing BCLC Mystery Shops



Contact Lottery Retail Support: [1-800-667-1649](tel:1-800-667-1649)



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### **BCLC Mystery Shops are ongoing throughout BC.**



The goal of BCLC Mystery Shops is to demonstrate that Retailers sell and validate lottery products with integrity.

**ID25 Mystery Shops** protects Lottery Retailers from selling to minors.

**Validation Mystery Shops** ensure players are provided the resources they need, or want, to verify their ticket was the one validated and its outcome.

Please see Service Standard Remedies within the Lottery Retailer Policy Manual - Section 8 – for associated implications for non-compliance



Contact **Lottery Retail Support: 1-800-667-1649**

