

SECURITY REMINDER

Stay Alerts to Scams



Protecting your business and information is important. Scammers may contact retailers by phone, email, or text and pretend to be from BCLC or a trusted service provider. Before sharing information or taking any action, take a moment to verify that the request is legitimate. If you receive a message from someone claiming to be from BCLC and are unsure, please contact Lottery Retail Support at 1-800-667-1649 to verify.

Scammers may contact you by:

-  Phone
-  Email
-  Text Message

They may pretend to be:

- BCLC representatives
- Equipment or service providers
- Other trusted vendors



Warning Signs of a Scam

Be cautious if someone **contacts you unexpectedly** and:

- Creates a sense of urgency or pressure to act immediately
- Asks for passwords, passcodes, or account credentials
- Refuses to let you verify their identity
- Asks you to bypass normal BCLC processes
- Requests payment through unusual methods
- Asks you to click a suspicious link or download an attachment you were not expecting



Text or call **Lottery Retailer Support:**
1-800-667-1649



SECURITY REMINDER

Stay Alerts to Scams



 **BCLC WILL NEVER**
BCLC will never ask for the following through an **unexpected phone call, text message, or email:**

X Personal Information

X Passwords

X One-time passcodes



STOP • CHECK • VERIFY

Before sharing information or taking action:

- ✓ **STOP:** Take a moment before responding.
- ✓ **CHECK:** Verify who is contacting you.
- ✓ **VERIFY:** If you are unsure, contact Lottery Retail Support at 1-800-667-1649. Our team can help confirm whether the request is from BCLC.



Think You May Have Been Scammed?

Contact the: Canadian Anti-Fraud Centre at 1-888-495-8501 or visit
www.antifraudcentre-centreantifraude.ca



Text or call **Lottery Retailer Support:**
1-800-667-1649

