

FAILURE TO AGE VERIFY (ID25) – SERVICE STANDARD REMEDY UPDATE



ID25 Mystery Shops restarted in January 2021. As we begin to execute 3rd and 4th Mystery Shops, please be aware of the associated remedy should your location fail.

Failure to Age Verify (ID25)	Confirmed Violation	1st (1st confirmed violation)	2nd (within 12-month rolling period)	3rd (within 12-month rolling period)	4th (within 12-month rolling period)
EFFECTIVE January 1, 2021	Service Standard Remedy	1st Warning Letter	2nd Warning Letter	3rd Warning Letter + All staff to be BCLC recertified*	Financial Remedy (5% online sales commission for 7 days)
	Sales Bonus Conditional Payment Reduction	10%**	Additional 10%**	Additional 10%**	-

*Possible suspension of lottery sales if recertification is not completed within 2 weeks

**Applicable as per network Sales Bonus Program. See Retailer Information Sheet.

What does 'All staff to be BCLC recertified' mean?

1. All active Lottery Retailers, who handle lottery products, listed in the BCLC Retailer Database under your location must complete the Lotto Certification course within 2 weeks of notification.
2. The Agreement Rep Manager will receive a notification email including the recertification requirement, the list of names to be recertified and a link to register and access the course. Changes to the Retailer List can be submitted via the online Retailer Staff Update form or by contacting your Territory Manager. This notification email triggers the start of the 2 week time period.
3. The Agreement Rep Manager is responsible to share the link and to ensure staff complete the course within 2 weeks.
4. BCLC will monitor completion of recertifications to determine if suspension of lottery sales is required.

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Q&A

Q: What does 'Conditional Payment Reduction' mean?

A: A portion of a Retailer's bonus payment is conditional on a Retailer successfully passing ID25 Mystery Shops conducted at their location. Conditional Payment Reduction means a reduction of potential sales bonus payout.

Q: How is ID25 enforced?

A: BCLC Compliance and Investigations department coordinates Mystery Shop campaigns to be performed at random intervals throughout the year.

Q: What support is available for my staff to reinforce successful behaviour?

A: Visit the Retailer Hub for a standalone 'Check ID25' course that can be taken any time, anywhere.

Visit the Retailer Policy Manual at

www.BCLCRetailerHub.com for Retailer policies and

Service Standard Remedies.

ID25 Mystery Shop Criteria

To pass an ID25 Mystery Shop, you must:

- **Ask** for ID for anyone who appears 25 years of age or younger.
- **Verify** it is Government issued photo ID – decline the sale if government issued photo ID cannot be provided.
- **Confirm** the customer is 19 years of age or older by checking the birth date before making the sale.

Tips

- Practice the same due diligence when verifying age for the sale of lottery products, as you do for other age verification products, such as tobacco or liquor.
- When in doubt, ask for ID. Don't assume someone is 'old enough' for you to sell lottery to. It is difficult to guess a person's age.
- Remember, the general public is faced with age verification from multiple industries. You are not being a bother, you are just following proper protocol.

The Law as per the Gaming Control Act:

The sale of lottery tickets to anyone under 19 years of age (a minor) is prohibited by law.