

FAILURE TO AGE VERIFY (ID25) SERVICE STANDARD REMEDY UPDATE



Selling to minors is a critical part of BCLC's regulatory requirements for selling Lottery products. The ID25 program is an incremental layer of diligence to ensure the reduction of risk of sales to minors.

What: The BCLC Service Standard Remedy Failure to Age Verify (ID25) is changing. See page 2.

When: Effective January 1, 2022.

Age Verify (ID25) Service Standard Remedy is applied when a Retailer is found non-complaint to the defined Mystery Shop criteria. See page 3.

Highlight: ID25 sales bonus reductions are no longer in effect for 1st, 2nd and 3rd confirmed violations.

BCLC performs ID25 Mystery Shops around the province throughout the year.

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.

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Before & After

	Confirmed Violation	1 st	2 nd (if executed within 12-months from 1 st occurrence)	3 rd (if executed within 12-months from 2 nd occurrence)	4 th (if executed within 12-months from 3 rd occurrence)
FORMER (2021 program)	Service Standard Remedy	1 st Warning Letter	2 nd Warning Letter	3 rd Warning Letter + BCLC Re-training Required	Financial Remedy* (7 days)
	Sales Bonus Conditional Payment Reduction	10%	Additional 10%	Additional 10%	-
EFFECTIVE January 1, 2022	Service Standard Remedy	1 st Warning Letter + ID25 Training Kit	2 nd Warning Letter + ID25 Training Kit	Financial Remedy* (7 days)	7-Day Suspension + BCLC Re-training Required
	Sales Bonus Conditional Payment Reduction	Removed effective January 1, 2022			

*5% online games sales commission

Severity of Confirmed Violation, is determined by the date of the most recent violation.

- If a violation was conducted within 12 months (specified by specific date) of previous violation, then you would advance along the continuum and each subsequent violation will result in a new 12 month period start date.
- If a violation was conducted after 12 months (specified by specific date) of the previous violation, then it would be considered 1st occurrence.



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Q: How is ID25 enforced?

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?

Have them watch the Check ID25 course available on the Retailer Hub.

Q: Where can I find the remedies for BCLC's Service Standards?

Remedies for failed ID25 Mystery Shops can be found in the Retailer Policy Manual, Section 8 - Lottery Retailer Agreement Service Standard Remedies.

Q: What is BCLC's ID25 Policy?

Retailer Policy: Section 5.1.1 Customer Age Verification "ID25" Lottery Retailers must check one (1) acceptable form of government issued photo ID for customers who appear to be twenty-five (25) years of age or younger, before processing any lottery ticket/product purchase.

What is the 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 - do not accept non-government issued ID.
- Confirm the customer is 19 years of age or older by checking the birth date.

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.