

# 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.

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

	Confirmed Violation	1 <sup>st</sup>	2 <sup>nd</sup> (if executed within 12-months from 1 <sup>st</sup> occurrence)	3 <sup>rd</sup> (if executed within 12-months from 2 <sup>nd</sup> occurrence)	4 <sup>th</sup> (if executed within 12-months from 3 <sup>rd</sup> occurrence)
EFFECTIVE January 1, 2022	Service Standard Remedy	1 <sup>st</sup> Warning Letter + ID25 Training Kit	2 <sup>nd</sup> Warning Letter + ID25 Training Kit	Financial Remedy* (7 days)	7-Day Suspension + BCLC Re-training Required

\*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.

## 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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## 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.