

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



The BCLC Service Standard Remedy **Failure to Age Verify (ID25)** when selling lottery product will be updated effective **January 1, 2021** to support Retailers with ID25 Success. A Failure to Age Verify (ID25) Service Standard Remedy is applied when a Retailer is found non-complaint to the defined Mystery Shop criteria.

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.

Failure to Age Verify (ID25)	Confirmed Violation	1 st (1 st confirmed violation commences 12-month rolling period)	2 nd (within 12-month rolling period)	3 rd (within 12-month rolling period)	4 th (within 12-month rolling period)
EFFECTIVE January 1, 2021	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%	-

*Lottery Retailer Agreement

**Reduce in whole or in part, for a specified time period, the Compensation to the Retailer

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

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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 - 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.

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.