



ID 25 – Player Must be 19+

Age Verification - Updated January 2021

CUSTOMER AGE VERIFICATION PROCESS

Ask for ID 25 and Under – Player Must be 19+

STEP 1: Ask for **Government issued photo ID** for any player who appears to be 25 years of age or younger.

STEP 2: Double Check – Is it **GOVERNMENT ISSUED PHOTO ID**?

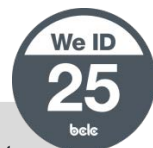
YES

NO

STEP 3: Check BIRTH YEAR on ID & proceed accordingly

If the player cannot produce **Government issued photo ID**, you must decline the sale.

BIRTH YEAR	ACTION
2001 or before	OK to sell to 19+
2002	Caution. 19 if born on or before today's date, check month and day
2003 or after	Refuse the sale – Cannot sell to a minor



Follow these steps to ensure successful BCLC ID 25 Mystery Shops!

What is NOT acceptable ID?

- Any photo ID not issued by a government
 - School ID, gym membership or transit pass
- Any ID without a photo
 - CareCard, Social Insurance Number (SIN) or credit card.

Typically, there is no birthdate on *unacceptable* ID, therefore cannot be used to confirm 19+.

ID must be **Government issued with a photo** for you to continue checking the birthdate. If the player can't produce **Government issued photo ID**, you must **decline the sale**.

How to check ID

- 1) Confirm that it's Government issued.
- 2) Check that the photo resembles the customer.
- 3) Check the date of birth on the ID to confirm they are 19 years of age or older.

What if, after I check ID, the player is not 19 years of age?

If the player is not 19 or older, you must decline the sale. Tell the player that you can not sell lottery to a minor, it is against the law.

What if someone refuses to show identification?

NO ID = NO SALE!

If you cannot confirm if a player is 19 or older, you must decline the sale.

