



Retailer Engagement

2021 Survey Results - Highlights

Survey date: October-November 2021

90%

of responses
were somewhat
/very satisfied



Question:

Overall, how satisfied are
you with the services
BCLC provides to you?

Question:

I rarely have issues with the
Altura lottery terminal and
printer



38%

of responses were
disagree/strongly
disagree with the
statement.

Thank you! Retailer feedback is very important to us.

Here's some opportunities we're working on:

- New lottery terminals and equipment
- Other contact methods for Hotline
 - Digital signage expansion