

BCLC supports the decisions of our private-sector lottery retailers to reduce hours, close locations and/or implement proper physical-distancing protocols.

Some lottery retailers have chosen to suspend their lottery operations temporarily, while others have decided to remain open in adherence to directions from the Provincial Health Officer.

During the COVID-19 pandemic, BCLC encourages players to put their health and safety first by staying home except for essential purchases

It's reasonable to have a lot of questions during these unprecedented times. BCLC is hoping the below Q&A will provide additional support to the decisions you are facing.

Selling Lottery

WHAT IF I WANT TO STOP ACCEPTING SELECTION SLIPS FOR BIG LOTTO SALES?

Lotto 6/49, Lotto Max, and Daily Grand are available via Quick Pick, including a number of packs. If you choose to stop accepting selection slips, then educate your customers on Quick Pick options. To support this change in behaviour at your store, you may want to pull selection slips from the lottery table and secure them until a later date.

As a reminder, Sports Action sales continue to be unavailable, and advance buy options are currently limited on big lotto including the following modifications:

- **Lotto Max, Lotto 6/49, BC49 & Daily Grand** - No Advance Buy, sales can only be made for the upcoming draw.
- **\$30 Lotto Weekly Pack** – Temporarily unavailable for sale. Selection will generate an error.
- **Keno & Keno Pattern Play** – Advance Buy purchase limited to MAX 20 draws.
- **BC 50/50** – Advance Buy limited to MAX 4 draws.
- **Pacific Hold'Em Poker** – No change to Advance Buy options.

WHY HAS ADVANCED BUY CHANGED? ISN'T THIS ENCOURAGING PLAYERS TO COME TO MY STORE MORE?

Given the uncertainty regarding the spread of Covid-19, BCLC made changes to advance-buy options to best support players and protect their interests, should lottery draws be impacted in the future.

Specifically, during such a challenging time, BCLC didn't want players to use their money to purchase lottery tickets for future draws that could be impacted.

It is not BCLC's intent for players to go to lottery retailers more often, in fact, during the COVID-19 pandemic, BCLC encourages players to put their health and safety first by staying home except for essential purchases.

WHAT ARE THE WAYS I CAN SELL KENO?

Although Keno is largely played via selection slip, Quick Pick options are also available. Check out the Quick Pick options on the lottery terminal behind the KENO button. Educate your players on what is available and encourage them to choose up to 20 draws to reduce the number of player/retailer interactions.

WHAT IF I CHOOSE TO STOP SELLING KENO?

If you choose to stop the sale of Keno at your location, you must turn off the Keno TV and cover the Keno Beta Brite to inform players it is not for sale. Likewise, to support this change, you may want to pull Keno selection slips from the lottery table and secure them until a later date.

CAN PLAYERS PAY FOR LOTTERY USING DEBIT/CREDIT?

Yes, if you have chosen to go cashless at point of purchase, players can use debit/credit card to buy lottery products.

ANY TIPS RELATED TO THE SALE OF SCRATCH & WIN TICKETS?

It's a good practice to ask players to avoid touching the glass and to ask them to point to the Instant ticket they would like to purchase. In addition, continue to clean/sanitize the glass top of the display case regularly.

IS IT SAFE TO HANDLE CASH AND DOCUMENTS?

The risk of COVID-19 transmission by cash and documents is low and is expected to be similar to other common surfaces such as doorknobs and handrails.

It is safe to handle cash and documents. However, it would be advisable to wash your hands frequently, and always before eating, after using the washroom, and before touching your face.

Refusing cash could put an undue burden on people who depend on cash as a means of payment.

MY STORE (GAS STATION) HAS A SERVICE WINDOW, CAN I SELL LOTTERY THROUGH THAT?

The ability to continue to sell lottery products through the service window will depend on the location of the Player Display Unit (PDU).

- If the player is still able to see the lottery PDU clearly from the window, then your location can continue to sell and validate all lottery products.
- If the player does not have clear sightlines to the PDU please cease offering validation as well as, selling Poker Lotto - you can still sell all other lottery products.

Please ask your Territory Manager for the poster to support in-store communication.

Validations

WHAT ARE SOME IDEAS TO MINIMIZE TOUCHPOINTS DURING TICKET VALIDATIONS?

Ask the player to use the Lotto app on their mobile phone or the Check-A-Ticket terminal to check the outcome of their ticket. This way, they can bring only winning tickets back for payout.

- As a reminder, once you have scanned a ticket on the lottery terminal and it is a winning amount under \$200, you must pay it out.

If you choose to refrain from validating tickets, please direct players to call BCLC Customer Support at 1-866-815-0222 and a player service representative will assist them.

Ticket holders may claim prizes of up to \$25,000 by mailing lottery tickets to BCLC's Kamloops Player Service office at: BLCL P.O. Box 1082, Kamloops, BC, V2C 6H2

Please ask your Territory Manager for the poster to support in-store communication.

General

Remind players they can buy lottery online at PlayNow.com, including through a subscription service similar to Advance Buy (it's called "Never Miss A Draw.")

As with all your point of sale equipment and counter tops, be sure to clean/sanitize the lottery terminal screen regularly.

Many stores have implemented distancing measures, including capacity limits and floor decals to support the 2 meter guideline.

Consider removing or covering the pen on the lottery table to guide players to use their own writing tool when filling in selection slips.