



Alcohol and Gaming Commission of Ontario

# Notification Matrix – Electronic Raffles

VERSION 1.1  
FEBRUARY, 2026





AGCO

Alcohol and Gaming  
Commission of Ontario

**Alcohol and Gaming Commission of Ontario**

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## Foreword

The purpose of this document is to list the minimum obligations of Ontario Electronic Raffle Licensees and gaming-related suppliers to notify the Alcohol and Gaming Commission of Ontario (AGCO).

These notification requirements may not be comprehensive and do not supersede any other AGCO Requirements.

Licensees and gaming-related suppliers are expected to also comply with all other requirements, including those outlined in the Lottery Licence Terms and Conditions, Raffle Licence Terms and Conditions, Registrar's Standards: Financial Management and Administration Where Proceeds Are Not Pooled, Electronic Raffle Operational Terms and Conditions, and Electronic Raffle Systems Minimum Technical Standards.

Definitions for terms are located in Appendix A: Definitions.

All incident notifications provided by the licensee or gaming-related supplier, under this matrix, shall, at the time of the notification, include the following information at a minimum:

- a) Date, time and location of incident
- b) Description of incident
- c) Reference number from the matrix
- d) Contact information of who we should contact
- e) Any actions taken to correct the cause of non-compliance and prevent similar incidents from occurring in the future.

For notifications regarding electronic solutions, a data file containing itemized software names and other relevant information (i.e., device list and applicable IP address), must be submitted electronically using iAGCO in the format specified by the AGCO.

Notifications regarding electronic solutions must also contain all applicable information including:

- a) An overview describing the event
- b) Manufacturer name & model of the equipment

Do not misrepresent any fact(s) or omit any material fact(s). Each statement made in your submission is subject to verification.

REF #	NOTIFICATION CATEGORY	DESCRIPTION / REFERENCE	NOTICE TIMEFRAME	MODE OF CONTACT	APPLICABLE TO
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### NOTIFICATIONS TO BE SUBMITTED PRIOR TO THE EVENT

1	Approval for Changes to the Rules of Play	Any modifications to the Rules of Play shall be submitted for review and approval by the Registrar.	No less than two weeks in advance of implementation	Submit through <b>iAGCO</b>	Licensee: Must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.
2	Changes to Draw Schedule	Submit request to the Registrar to amend the lottery licence for changes to the approved dates or times of the draws.	No less than two weeks prior to the requested changes to the draw schedule taking effect	Submit through <b>iAGCO</b>	Licensee: Must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.

REF #	NOTIFICATION CATEGORY	DESCRIPTION / REFERENCE	NOTICE TIMEFRAME	MODE OF CONTACT	APPLICABLE TO
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### NOTIFICATIONS TO BE SUBMITTED WITHIN 24 HOURS OF INCIDENT/CHANGES

3	Integrity or Security of Gaming Systems and Supplies	Any suspected or actual problem with the integrity or security of the gaming system or gaming supplies and/or sensitive data	Within 24 hours of being made aware of the suspected or actual problem	Submit through <b>iAGCO</b>	Licensee: Must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.  Gaming-Related Supplier
4	Gaming related suspicious behavior, cheating at play, criminal activity related to raffles (including employee thefts and frauds etc.)	Gaming related suspicious behaviour, cheating at play and criminal activity related to raffles (including internal criminal activity).	Within 24 hours of being made aware of the suspicious behaviour, cheating at play, or criminal activity	Submit through <b>iAGCO</b>	Licensee: Must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.  Gaming-Related Supplier
5	Gaming supplies/ gaming system (including but not limited to Point of Sale (POS) devices, printer, gaming related equipment, gaming system)  <b>Upgrade, Conversion, Configuration Change</b>	Changes to any approved configuration including operating system, database type/version, software or option changes, application functionality changes, price point for ticket sale, etc.  Include supplier notification (SN) details if the change is a result of the SN.	Within 24 hours after the change is implemented	Submit through <b>iAGCO</b>	Licensee: Must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.  Gaming-Related Supplier

REF #	NOTIFICATION CATEGORY	DESCRIPTION / REFERENCE	NOTICE TIMEFRAME	MODE OF CONTACT	APPLICABLE TO
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**NOTIFICATIONS TO BE SUBMITTED ON A PERIODIC BASIS**

<p><b>6</b> <b>(new)</b></p>	<p>Integrity or Security of Gaming Systems and Supplies</p> <p><b>Security Assessments</b></p>	<p>One or more reports demonstrating that security assessment(s) with comprehensive scope have been performed on the Gaming-Related Supplier’s electronic raffle systems that may be publicly exposed, including related components, infrastructure, and data. These reports must include the scope of the assessment(s) performed, any vulnerabilities identified, and action plans to mitigate those vulnerabilities.</p> <p>Guidance: This is intended as a periodic report or set of reports based on security assessments of the gaming-related supplier’s electronic raffle systems, infrastructure, data, and all other related components. The gaming-related supplier may provide these reports in a format that is most suitable to them, including, for example, in multiple documents.</p>	<p>Periodic, minimum annually</p>	<p>Submit through <b>iAGCO</b></p>	<p>Gaming-Related Supplier</p>
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**POST EVENT COMPLIANCE REPORT**

The Post Event Compliance Report is to be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle within 24 hours of the conclusion of the raffle, if any of the conditions below are met.

Submit the report through **iAGCO**.

The AGCO requires the submission of a Post Event Compliance Report if any of the following incidents occurred before or during your licensed electronic raffle event:

1. Any incident of non-compliance with the law and/or your policies and procedures. The Post Event Compliance Report should include any actions you have taken to correct the cause of non-compliance.
2. An override of any of your policies and procedures that are required in the Terms and Conditions.
3. Any complaint received from the public regarding your policies and procedures. The Post Event Compliance Report should include any actions you have taken to resolve the complaint(s).
4. Any incident which required the evacuation of part or all of the site, regardless of the cause.
5. Any incident or matter that may affect the integrity or public confidence in gaming.

## APPENDIX A: DEFINITIONS

For the purposes of this notification matrix, the following are defined as:

**Applicable to:** The entity (Licensee or Gaming-Related Supplier) to which the notification requirement applies.

**Bona Fide Member:** Means a member in good standing of the Licensee who has other duties, beyond conducting lotteries, within the organization. "Members of convenience" whose only duty is to assist with the raffle lottery are not considered Bona Fide Members.

**Description / Reference:** Detailed description of the notification requirements.

**Gaming-Related Supplier:** A person who manufactures, provides, installs, tests, maintains or repairs gaming equipment or who provides consulting or similar services directly related to the playing of a lottery scheme or the operation of a gaming site.

**Licensee:** The charitable organization to which an electronic raffle licence is issued.

**Mode of Contact:** The medium for communicating the notification.

**Notice Timeframe:**

**24 hours:** This refers to twenty-four (24) clock hours, not business hours.

**Being made aware:** Observing, detecting, identifying, or being notified of something.

**Periodic:** Occurring at regular intervals.

**Notification Category:** Type of situation which requires a notification or regulatory submission.

**Ref #:** A unique identifier assigned to each notification.

## APPENDIX B: VERSION HISTORY

VERSION	DATE	CHANGES
1.0	February 12, 2021	Original
1.1	February, 2026	<ul style="list-style-type: none"><li>• Added notification 6: Integrity or Security of Gaming Systems and Supplies – Security Assessments</li><li>• Added Appendix B: Version History</li><li>• Renamed “Contact Information” column to “Mode of Contact”</li><li>• Renamed “Mode of Contact” column to “Applicable To”</li><li>• Corrected grammatical errors and added clarifying language</li><li>• Removed unused definitions from Appendix A</li></ul>