Alcohol and Gaming
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Ontario

AGCO | Alcohol and Gaming Commission of Ontario

Gaming Notification Matrix

Version 1.10

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About this document

This document is maintained by the Operational Planning, Priorities, and Performance Branch, Operations Division

Version history

Version	Date	Changes
1.7	5 September 2024	New notifications include the following: ■ I15 Cybersecurity Incidents and Breaches ■ I16 Suspicious Sport and Event Wagering ■ I17 Suspicious Sport and Event Wagering: Other Jurisdictions ■ I18 Non-Compliant Bet Offering ■ S12C Cancelled Bet Report ■ S14 Security Assessment ■ S15A Self-Service Terminals – Mechanism Disabled ■ S15B Player Complaints ■ S15C Self-Service Terminals –Transactions ■ S15D Mystery Shop Results ■ S15E Self-Service Terminals (SST) – Deployments Changes include the following: ■ I1 added word “call” in mode of contact ■ I2A removed sport and event betting aspects of this notification / added word “call” in mode of contact ■ I2B cGaming added in applies to field / mode of contact field revised to include “and email” and improve timeliness of notifications ■ I2C “& OPP site Team Leader by email” added in mode of contact field ■ I3 revised to clarify requirements and include suspected or potential incidents ■ I7C revised to reflect operational changes – removed “indefinite” to leave only “trespass notice” ■ S6A added word “call” in mode of contact ■ S12A Updated wording and to include Registrar’s Standards for Gaming: Lottery Sector 4.19.1

Version	Date	Changes
1.8	2 June 2025	Changes include the following: ■ I2A updated to include: ● wording to clarify that suspicious insider wins are captured by this incident notification ● reference to Registrar's Standards for Gaming: Lottery Sector: Standard 4.13, Requirement 2 ■ I12 removed and replaced with: ● I12A updated wording in former I12 to be more specific ● I12B & I12C monthly summaries of Insider Wins and copies of reports
1.9	30 March 2026	New notifications include the following: ■ S5B Changes to Hours, Layout, or Operations Changes include the following: ■ I2A updated to include additional guidance ■ I2B updated to include: ● additional instructions for casinos ● mode of contact updated with additional guidance when contacting OPP IEB ■ I6 updated to clarify occurrences of unattended children requiring notification ■ Reassigned former S5 Potential Interruption to Operations to S5A ■ S14 updated to improve clarity and specify minimum notice timeframe of annual notifications ■ Minor changes to wording throughout to improve clarity and understanding
1.10	8 June 2026	Changes include the following: ■ Version history greater than two years-old removed ■ S15D notice timeframe changed from quarterly to monthly ■ S15E updated to add a third clause regarding the deployment of Self-Serve Terminals by OLG to third-party locations

Purpose of this document

The purpose of this document is to list the minimum obligations of all Operators and Gaming-Related Suppliers (GRS) operating in Ontario to notify the Alcohol & Gaming Commission of Ontario (AGCO).

These notification requirements may not be comprehensive and do not supersede the *Gaming Control Act, 1992*, applicable Regulations, the *Registrar's Standards for Gaming*, the *Registrar's Standards for Gaming: Lottery Sector*, Terms of Registration, or any other AGCO requirements.

Additionally, in accordance with the *Registrar's Standards for Gaming*, Standard 1.45 and the *Registrar's Standards for Gaming: Lottery Sector*, Standard 1.45, Operators and Gaming-Related Suppliers shall comply with the applicable technical standards issued by the Registrar. This includes any notifications, approvals and / or regulatory submissions defined by the applicable technical standards.

The minimum notification obligations listed herein are not intended to replace ongoing, open and transparent communication between Operators, GRS, and the AGCO. This document represents a shift consistent with the Standards-Based Approach and away from traditional prescriptive notification scenarios. Operators must use sound judgment and discretion to identify circumstances requiring notification.

For ease of reference, the minimum notification obligations outlined within this document are organized into two distinct categories, **Incident Notifications** and **Regulatory Submissions**, as defined in this matrix.

In the case of any technical issues that limit your ability to submit notifications through iAGCO, all notification submissions should be submitted by email to **notifications@agco.ca**.

Definitions

For the purposes of this Notification Matrix, the following are defined as:

Applies to: The line(s) of business to which the incident notification or regulatory submission is applicable to.

Breach: The loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where: a person other than an authorized user accesses or potentially accesses personally identifiable information; or an authorized user accesses personally identifiable information for another than authorized purpose.

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

Cybersecurity Incident: An occurrence that (1) actually or imminently jeopardizes, without lawful authority, the integrity, confidentiality, or availability of information or an information system; or (2) constitutes a violation or imminent threat of violation of law, security policies, security procedures, or acceptable use policies.

Description: Detailed description of the notification and/or regulatory submission 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.

Incident Notification: A notification generated because of an event occurring at or involving the gaming site that may present a regulatory compliance concern.

Mode of Contact: The medium for communicating the notification and/or regulatory submission to the AGCO.

> **iAGCO:** The web-based service delivery application used by Operators and Gaming Related Suppliers for all registration and notification submissions.
>
> **OPP IEB call on duty member:** Only applicable to Casinos and is for the purpose of notifying the OPP Investigations and Enforcement Bureau (IEB). Initial notification should be made by phone. If there is no OPP IEB member on duty, then notification should be made via email or as specified in the Mode of Contact column for the applicable notification. Please use the telephone number or email provided by the OPP IEB. The OPP IEB may provide additional instruction / direction to the Operator at the time of notification. The Operator is obliged to comply with such requests, such as the retention of additional facts, details, video evidence or the like. All efforts shall be made by Casino personnel to identify and obtain information regarding the particular patrons / players / employees involved.
>
> **Contact TRC:** Contact the AGCO Technology Regulation and iGaming Compliance Branch at AGCO-Gaming-Lab-Submissions@agco.ca for gaming technology submission requirements and gaming technology approval requests.

Notice Timeframe: The required timeframe for submitting incident notifications and/or regulatory submissions to the AGCO.

> **Immediate:** Submission must be made as soon as the situation is identified.
>
> **24 Hours:** Within 24 hours of the situation being identified.
>
> **3 Business Days:** Within 3 business days of the situation being identified.
>
> **5 Business Days:** Within 5 business days of the situation being identified.
>
> **Within 24 Hours of Implementation:** At a minimum, notification is required 24 hours after implementation has occurred.
>
> **Prior to Implementation:** Within a reasonable timeframe relative to the scope and nature of the notification being submitted to provide the AGCO reasonable time to review the details of the notification.
>
> **60 Days in Advance, or as soon as aware:** Notification is required 60 days in advance of the event, or as soon as the individual responsible for the notification becomes aware of the event; whichever comes first.

Operator: A person who operates a gaming site, including OLG.

Ref #: Unique reference number when referring to the type of notification or regulatory submission item.

Reference: The relevant Standard, *Gaming Control Act, 1992* section, Term of Registration, or other AGCO requirement under which the incident notification or regulatory submission is authorized.

Regulatory Submission: A submission required because of products, information, documentation or data required by the Registrar.

Security Incident: An occurrence that actually or potentially jeopardizes the confidentiality, integrity, or availability of an information system or the information the system processes, stores, or transmits or that constitutes a violation or imminent threat of violation of security policies, security procedures, or acceptable use policies.

Incident Notifications

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
I1	Incident Reports – Integrity & Public Confidence	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 1.17, Requirement 1 Registrar's Standards for Gaming: Lottery Sector: Standard 1.17, Requirement 1	Any incident or matter that may affect the integrity or public confidence in gaming, including any actions taken to prevent similar incidents from occurring in the future.	Immediate	OPP IEB: call on duty member. If no OPP IEB member on duty, leave a voicemail and send an email. Note: Use email provided to the Operator by OPP IEB (casino only) iAGCO
I2A	Suspicious Behaviour, Cheating at Play, and Unlawful Activity	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 6.1, Requirement 5 Registrar's Standards for Gaming: Lottery Sector: Standard 4.13, Requirement 2 Standard 6.1, Requirement 4	Any gaming or non-gaming related suspicious behaviour, cheating at play and/or unlawful activities, including instances of a suspicious insider win (regardless of the amount of claim or the insider classification/category). **Guidance:** Suspicious behaviour and/or unlawful activities related to the laundering of money should be reported under I2B.	Immediate	OPP IEB: call on duty member. If no OPP IEB member on duty, leave a voicemail and send an email. Note: Use email provided to the Operator by OPP IEB (casino only) iAGCO
I2B	Money Laundering	Casino cGaming	Registrars Standards for Gaming: Standard 6.1 6.2	Any gaming or non-gaming related suspicious behaviour and/or unlawful activities, related to the laundering of money, including suspicious transaction reports (STR). **Additional Instructions (casino only):** For transactions identified in real-time as suspicious, the initial call to OPP IEB should be made prior to conclusion of the transaction.	Immediate	OPP IEB: call on duty member. If no OPP IEB member is on duty, send an email, then a call should be made immediately to the Unit's team leader for next steps that require immediate action if the patron is still on the premises. Note: Use email provided to the Operator by OPP IEB (casino only) iAGCO

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
I2C	Money Laundering — Interview/Exclusion/Trespass	Casino	Registrars Standards for Gaming: Standard 6.3	Any planned interviews, trespasses, exclusions, bans or limitations that may be placed on a patron as the result of a risk assessment. **Additional Instructions: Notification should only be provided for mitigating controls actively implemented once an AML risk has been identified.**	Prior to implementation	Send an email to the OPP AML Unit: Notifications.iGaming.IEB@opp.ca Note: This is the correct email for land-based casinos AND Send an email to the OPP IEB Unit's team leader by email Note: Use email provided to the Operator by OPP IEB
I2D	Money Laundering — FINTRAC	OLG	Registrars Standards for Gaming: Standard 6.2, Requirement 1	Notification by OLG of Suspicious Transaction Reports filed with FINTRAC by all gaming sites and OLG in the preceding month (monthly batch notification to OPP and AGCO).	Monthly	Secure File Transfer Protocol (SFTP) to OPP. AGCO: AGCO SharePoint File Exchange
I3	Gaming Systems and Supplies, Integrity or Security	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 4.6, Requirement 2 Registrar's Standards for Gaming: Lottery Sector: Standard 4.6, Requirement 2	Any incident or suspected incident affecting in the integrity of gaming systems and/or related sensitive data (e.g. data relevant to determining game outcomes, cash out failures, stolen bills, game freezes resulting in a loss of win) **Additional Instructions:** Notification should only be provided for problems or suspected problems that pertain to integrity or security of gaming systems, gaming supplies, and/or sensitive data . Notification **should not** be provided for other types of problems such as operational matters that pertain to gaming systems, gaming supplies, and/or sensitive data (gaming supplies not turning on or not working, loss of server connectivity without impact on game outcomes, etc.).	Immediate	iAGCO

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
I4	Requirement removed October 27, 2020					
I5	Emergencies, Evacuation and / or Site Closure	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 1.17 Standard 5.6 Registrar's Standards for Gaming: Lottery Sector: Standard 1.17 Standard 5.6, Requirement 2	Any life-threatening emergency where first responders (Local Police, Fire and or Ambulance) are called to the gaming site only, including any incident that requires evacuation and/or site closure of part or of all the gaming site regardless of cause, or any incident that could cause public or personal life-threatening injuries or result in a significant loss or damage of gaming-related assets.	Immediate	OPP IEB: call on duty member. If no OPP IEB member on duty, leave a voicemail and send an email. Note: Use email provided to the Operator by OPP IEB (casino only) iAGCO
I6	Unattended Children	Casino cGaming	Registrar's Standards for Gaming: Standard 5.5	All occurrences of unattended children in which the child's parent/guardian cannot be located promptly.	Immediate	OPP IEB: call on duty member. If no OPP IEB member on duty, leave a voicemail and send an email. Note: Use email provided to the Operator by OPP IEB (casino only) iAGCO
I7A	Prohibited Individuals Accessing and/or Playing (EXCEPT Self-Excluded Individuals – see next item)	Casino cGaming Lottery	Registrars Standards for Gaming: Standard 1.17 Standard 3.1 Registrar's Standards for Gaming: Lottery Sector: Standard 1.17, Standard 3.2	Any instance of permitted access and/or permitted play by any prohibited person. (Other than self-excluded individuals— see 7B)	Immediate	OPP IEB: call on duty member (casino only) iAGCO
I7B	Self-Excluded Individuals Accessing and/or Playing	Casino cGaming	Registrars Standards for Gaming: Standard 3.1, Requirement 2	Any instance of self – excluded individual being present on the gaming floor in excess of 40 minutes.	Immediate	iAGCO

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
I7C	Self-Excluded Individuals Accessing and/or Playing	Casino	Registrars Standards for Gaming: Standard 3.1, Requirement 2	Any instance of self-excluded individuals on the gaming floor when in combination the individual has violated both their Self-Exclusion Order and their Trespass Notice that was issued by the Operator/site as a result of a self-exclusion violation only. Notification to the OPP should occur after the third violation by a self-excluded patron, regardless of the length of time the individual is on the gaming floor. **Additional Instructions:** **For clarification I7C is an OPP notification. I7B is an AGCO notification and must also be submitted.**	Immediate	OPP IEB: call on duty member (casino only)
I8	Incident in Other Jurisdictions	Casino cGaming	Terms of Registration	Regulatory, criminal, or other disciplinary action or investigation in another jurisdiction. Includes disciplinary action and investigation in respect of corporate officers and directors.	5 Business days	iAGCO
I9	Requirement removed October 27, 2020					
I10	Incident Reports – Non-Compliance	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 1.17, Requirement 2 Registrar's Standards for Gaming: Lottery Sector: Standard 1.17, Requirement 2	Any incident of non-compliance with the law or Standards and Requirements including any actions taken to correct the cause of non-compliance.	24 hours	iAGCO
I11	Requirement removed April 4, 2022					
I12A	Insider Wins *(see I2A for related incident notification requirement)*	Lottery	Registrar's Standards for Gaming: Lottery Sector: Standard 4.13, Requirement 2	Any instance of an Insider Win equal to or greater than $100,000, regardless of Insider classification/category.	Immediate	iAGCO
I12B				Monthly summary of all instances of Insider Wins less than $100,000 that were reviewed/ investigated by OLG's General Investigations Unit ("GIU")	Monthly	
I12C				Copies of reports summarizing the outcome/ results of review/investigation of instances of Insider Wins in item I12B above handled and conducted by OLG's GIU	Monthly	

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
I13	Requirement removed November 16, 2020					
I14	Requirement removed April 4, 2022					
I15	Cybersecurity Incidents or Breaches	Casino cGaming Lottery	Registrar's Standards for Gaming: Standards 1.26 and 4.6	Any significant suspected or potential security incident or breach that could affect the confidentiality, integrity and/or availability of any information system or sensitive data (e.g., players' personal information, financial data). **This notification contains two parts:** Part 1. Initial notification should be submitted through iAGCO as soon as the situation is identified. Part 2. Upon confirmation of the security incident or breach, the registrant must provide subsequent updates and attach the incident report through iAGCO once available.	Incident Notification with 2 Parts: Part 1: Immediate after the registrant becomes aware of the suspected or potential security incident or breach. Part 2: As soon as the information is available.	iAGCO
I16	Suspicious Sport and Event Wagering	Casino Lottery	Registrar's Standards for Gaming: Standard 4.19 Registrar's Standards for Gaming: Lottery Sector: Standard 4.19.1	• Independent Integrity Monitors (IIMs) must report any incident where they identify suspicious betting activity in Ontario or related to an event taking place in Ontario. • Operators must report any incident where the operator identifies suspicious betting activity on its Ontario site. Note: All personal and private information must be excluded from submission.	Immediate	iAGCO
I17	Suspicious Sport and Event Wagering: Other Jurisdictions	Casino Lottery	Registrar's Standards for Gaming: Standard 4.19 Registrar's Standards for Gaming: Lottery Sector: Standard 4.19.1	*I*ndependent Integrity Monitors (IIMs) to provide a summary report of all suspicious betting alerts disseminated to members in all jurisdictions.	Biweekly	Email: iGamingCompliance@agco.ca AND Notifications.iGaming.IEB@opp.ca

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
I18	Non-Compliant Bet Offering	Casino Lottery	Registrar's Standards for Gaming: Standard 4.21 Registrar's Standards for Gaming: Lottery Sector: Standard 4.3.1	Offered sports or event bet is non-compliant.	Immediate	iAGCO

Regulatory Submissions

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
S1	Gaming Supplies / Gaming System: Installation or Change	Casino cGaming	Registrars Standards for Gaming: Standard 4.6	For casino and cGaming sites that have transitioned to GMS-15, this reporting item does not apply. For casino and cGaming sites that have NOT transitioned to GMS-15 – continue to report any new installation of or change to gaming equipment or gaming systems. *Data file required.*	Within 24 hours of implementation	iAGCO
S2	Requirement removed February 1, 2019					
S3	Approval of Gaming Systems and Gaming Supplies	Lottery Casino cGaming	Registrars Standards for Gaming: Standard 4.5 Registrar's Standards for Gaming: Lottery Sector: Standard 4.5	All gaming systems and gaming supplies, including any subsequent modifications shall be submitted to the Registrar for assessment and approval prior to being provided for implementation at any gaming site, or being made available for play.	Prior to Implementation Contact TRC AGCO-Gaming-Lab-Submissions@agco.ca	iAGCO
S4	Approval of Rules of Play	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 4.2 Registrar's Standards for Gaming: Lottery Sector: Standard 4.2	Rules of play, including any subsequent modifications.	Prior to Implementation	iAGCO
S5A	Potential Interruption to Operations	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 1.17 Registrar's Standards for Gaming: Lottery Sector: Standard 1.17	Anything that could cause a disruption of operations in the future, including expiry dates for any contracts with bargaining agents representing gaming employees, or termination of lease.	60 Days in Advance, or as soon as aware (whichever is first)	iAGCO
S5B **(new)**	Changes to Hours, Layout, or Operations	Casino cGaming	Registrar's Standards for Gaming: Standard 1.17	Any permanent or temporary changes to business hours, site layout, or access that could affect the availability or accessibility of gaming, safety, or compliance must be noted. This includes alterations in hours, space, or public access.	Prior to Implementation	iAGCO

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
S6A	Employees with Gaming Registrations	Casino cGaming Lottery	*Terms of Registration*	Any Operator or Supplier that employs a gaming assistant must notify the Registrar in cases of resignation or termination for cause involving real or suspected criminal activity related to integrity of individual. **Includes investigative suspension.**	Immediate	OPP IEB: call on duty member. If no OPP IEB member on duty, leave a voicemail and send an email. Note: Use email provided to the Operator by OPP IEB (casino only) iAGCO
S6B				Any Operator or Supplier that employs a gaming assistant must notify the Registrar in cases of resignations, and all voluntary and involuntary terminations where there is NO real or suspected criminal activity related to integrity of individual.	5 Business Days	iAGCO
S7	Operator Organizational Chart	Lottery	Registrar's Standards for Gaming: Lottery Sector: Standard 1.10, Requirement 3	Operators must provide the Registrar with an organizational chart showing key reporting lines and relationships and shall ensure that it remains up to date.	5 Business Days	iAGCO
S8	Operator Control Activities	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 1.2, Requirement 2 Registrar's Standards for Gaming: Lottery Sector: Standard 1.2, Requirement 2	Formal control activities outlining substantial changes to the control environment that have been independently assessed.	Prior to Implementation	iAGCO

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
S9B	Reports and Meeting Minutes	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 1.1, Requirement 1 Standard 1.14 Standard 1.17 Standard 5.8 Registrar's Standards for Gaming: Lottery Sector: Standard 1.1, Requirement 1 Standard 1.14 Standard 1.17 Standard 5.8	Internal audit reports.	Quarterly	iAGCO
S9C				Reports from external auditors and/or consultants on internal control assessments, due diligence, and other regulatory compliance reviews.	30 days after issuance	
S9D				Audited financial statements and auditor's report.	90 days after year end	
S9E				Meeting minutes from all Board of Directors meetings, audit committee meetings, and compliance committee meetings.	Quarterly	
S9F				All reports related to Retailer Location Closures, Temporary Suspensions, and Advance Notice of Suspensions: *Lottery only.*	Daily	
S9G				Retailer Policy Manual Violations and Penalty Reports: *Lottery only*.	Weekly	
S9H				Active, pending, and suspended retailers: *Lottery only*.	Monthly	
S9I	Removed April 4, 2022					
S10A	Officers, Directors and Partners	Casino cGaming Lottery	*Gaming Control Act*, 1992 c. 24, s. 4 (3). Terms of Registration	Any change in the officers or directors of the corporation or any change in the membership of the partnership.	5 Business Days Registrar Approval Required	iAGCO
S10B			Registrar's Standards for Gaming: Standard 1.1 Requirement 2 Registrar's Standards for Gaming: Lottery Sector: Standard 1.1 Requirement 2	Criminal charges, convictions or civil actions related to the integrity of any officer director or parner.	5 Business Days	iAGCO
S11A	Removed April 4, 2022					
S11B	Removed April 4, 2022					

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
S12A	Sport and Event Betting Offerings Made Available – Report	Casino Lottery	Registrar's Standards for Gaming: Standard 4.19 Registrar's Standards for Gaming: Lottery Sector Standard 4.19.1	For sport and event betting, Operators must provide a report containing all sports and non-sporting events on which bets were offered, the type of bet offered, the handle amount, along with the sporting events' corresponding governing bodies. This indicator includes both pre-game and in-game bet offerings. The structure of the data is expected to be as follows: 1. sport_or_event: The name of the sport or event type the event falls under. For traditional sports, this is expected to be the name of the sport (e.g. basketball, DOTA2, etc). For novelty bets, this is a brief description of the event (e.g. hot dog eating contest). 2. type_of_bet: Outright, in-play or novelty. Outright means the winner of the event (e.g. winner of a basketball game), in-play means a bet on an in-game event (e.g. next pitch), and novelty means a bet offering for which there does not exist a governing body (e.g. "hot dog eating contest"). 3. handle_amount: The amount of money bet on the given line item (sport or event, governing body, type of bet). Handle amount refers the amount of money flowing through different offerings and sports. This must be listed in Canadian dollar currency. For example, handle amount for NHL hockey outright is 4,000,000.12. 4. governing_body: The governing body of a corresponding sport or event on which bets were offered, where applicable. Governing body refers to the lowest level of governing body of a sport under which the event is being conducted where multiple levels exist. For example: A regional soccer authority rather than FIFA. Note, by definition there is no governing body for novelty bets. This field should be labelled NA for those entries. **Guidance:** The intent of this report is not to list every game on which a bet is offered (e.g. game 3 of the playoffs of league X). Rather it is to list the bet offerings by sport, governing body, and type of bet (outright, in-play, or novelty). For novelty bets, this includes a description of the event itself by necessity, though this is not required for traditional sports	Monthly	AGCO Secure FTP

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
S12B	Electronic Gaming Machine Payout Monitoring Report	Casino	Registrar's Standards for Gaming: Standard 4.6, Requirement 3	Casino Operators shall provide quarterly reports to the AGCO regarding Electronic Gaming Machine payout monitoring and any associated actions taken by the Operator.	Quarterly, within 15 business days of the end of the quarter	iAGCO
S12C	Voided / Cancelled Bet Report	Casino Lottery	Registrar's Standards for Gaming 4.20 Registrar's Standards for Gaming: Lottery Sector 4.19.2	For sport and event betting, Operators must provide a report on voided / cancelled bets. Voided / cancelled bets are those where the outcome of an event was determined, but the bet was voided / cancelled by the Operator either before or after the completion of the event. The structure of the data is expected to be as follows: 1. bets_voided: The number of bets voided or cancelled. 2. monetary_value: The monetary value of bets voided or cancelled. 3. bets_voided_due_to_integrity: The number of bets voided or cancelled due to potential integrity concern with the underlying sport or event. 4. monetary_value_integrity: The monetary value of bets voided or cancelled due to potential integrity issues with the underlying sport or event. **Guidance:** Cancellations due to outcomes not completing (for example: a rain delay) should not be reported through this indicator.	Monthly	AGCO Secure FTP
S13A	Gaming Management System Software Authentication	Casino	Registrar's Standards for Gaming: Standard 4.6, Requirement 3	Provide report(s) that indicate the critical software comprising the regulated components of the Gaming Management System (GMS) have been validated to confirm authenticity.	Quarterly and at the time of GMS software upgrades	Contact TRC AGCO-Gaming-Lab-Submissions@agco.ca

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
S13B	Gaming Management System Integrity and Connectivity Reliability	Casino	Registrar's Standards for Gaming: Standard 4.6, Requirement 3	Provide report(s) that indicate the results of monitoring of the integrity of the Gaming Management System (GMS), as well as the reliability of connectivity with the GMS.	Quarterly	Contact TRC AGCO-Gaming-Lab-Submissions@agco.ca
S14	Security Assessments	Casino cGaming Lottery	Registrar's Standards for Gaming: Standard 1.26 Standard 1.28 Registrar's Standards for Gaming Lottery Sector: Standard 1.26 Standard 1.28	One or more reports demonstrating that security assessment(s) with comprehensive scope have been performed on the Operators' gaming systems, infrastructure, data, and all other related components. These reports must include the scope of the assessment(s) performed, any vulnerabilities identified and action plans to mitigate those vulnerabilities. **Guidance**: This is intended as a periodic report or set of reports based on the security assessments of the operator's gaming systems, infrastructure, data, and all other related components. The operator may provide these reports in a format that is most suitable to them, including, for example in multiple documents.	Periodic, minimum annually	iAGCO
S15A	Self-Service Terminals (SST) – Mechanism Disabled	Lottery	Registrar's Standards for Gaming: Lottery Sector Standards 3.2.2 and 5.12	A comprehensive list of the date and time when the disablement mechanism was used, by which regulated entity (i.e. seller or OLG), and the address of the applicable SST.	Quarterly	AGCO Secure FTP
S15B	Player Complaints	Lottery	Registrar's Standards for Gaming: Lottery Sector Standard 1.17 Requirement 5	A summary of player complaints broken down by the retail address to which the complaint applies where applicable, including the number of complaints, number of substantiated complaints, and the general topic or category of each complaint.	Quarterly	AGCO Secure FTP
S15C	Self-Service Terminals (SST) – Transactions	Lottery	Registrar's Standards for Gaming: Lottery Sector Standard 6.1 Requirements 3 and 4	A comprehensive list of transactions broken down by SST, including a unique identifier for the SST, address of the SST, amount of each transaction, and the date and time when the transaction occurred.	Quarterly	AGCO Secure FTP

Ref #	Category	Applies to	Reference	Description	Notice Timeframe	Mode of Contact
S15D	Mystery Shop Results	Lottery	Registrar's Standards for Gaming: Lottery Sector Standards 1.3, 1.5, and 1.17 Requirement 3	A comprehensive list of all results from the OLG mystery shop program, including the date and time, address, retailer ID, activities targeted, pass/fail for each activity, and a description for each instance of non-compliance identified.	Monthly	AGCO Secure FTP
S15E	Self-Service Terminals (SST) – Deployments	Lottery	Registrar's Standards for Gaming: Lottery Sector Standards 1.47 and 1.48	The OLG must notify the AGCO of the address of the premises where the SST will be deployed, as well as the role titles(s) of all employees who will be responsible for fulfilling the Seller's obligations under the standards under the following conditions: 1. In the event an SST will be deployed to a premises where the Seller, existing employees of the Seller who will have responsibility to monitor the SST, or both do not already sell OLG lottery products; and 2. In the event an SST will be deployed more than 20 meters away from where the employees of the Seller will typically be positioned when they have responsibility for monitoring the SST (e.g. greater than 20 meters from the cash register the Seller's employee will typically be stationed at when responsible for monitoring the SST); and 3. In the event an SST will be deployed at any third-party location without AGCO registration where the OLG is responsible for the SST.	At Minimum 30 Days Prior the Deployment of the SST	AGCO Secure FTP