



Alcohol and Gaming Commission of Ontario

Notification Matrix – Electronic Raffles

NOVEMBER 25, 2018



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 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 the requirements outlined in the Electronic Raffle Systems Minimum Technical Standards for Raffles.

Definitions for terms are located in Appendix A: Definitions.

All Incident notifications provided by the licensee, 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 in the format specified by the AGCO to **notifications@agco.ca**.

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

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

REF #	NOTIFICATION CATEGORY	DESCRIPTION / REFERENCE	NOTICE TIMEFRAME	CONTACT INFORMATION	MODE OF CONTACT
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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	lotterylicensing@agco.ca notifications@agco.ca	Email – 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 amend the lottery licence to the Registrar requesting changes to the approved dates or times of the draws.	No less than two weeks prior to the requested changes to the draw schedule.	lotterylicensing@agco.ca notifications@agco.ca	Email – must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.

NOTIFICATIONS TO BE SUBMITTED WITHIN 24 HOURS OF INCIDENT

3	Integrity or Security of Gaming Systems and Supplies	Any suspected 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 incident	AGCO-TLSB-Notifications-cGaming@agco.ca notifications@agco.ca	Email – must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.
4	Gaming related suspicious behavior, cheating at play, internal criminal activity related to raffles (including internal employee thefts and frauds etc.)	Gaming related suspicious behaviour, cheating at play and internal criminal activity related to Raffles (including internal criminal activity shall be reported.	Within 24 hours of being made aware of the incident	Kim.Kouri@opp.ca	Email – must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.
5	Gaming supplies/ gaming system (including but not limited to Point of Sale (POS) devices, printer, gaming related equipment, gaming system) Upgrade, Conversion, Configuration Change	Changes to any approved configuration including: operating system, database type/version, software or option changes, application functionality changes, price point for ticket sale, etc. in accordance with the conditions of approval or licence. Include supplier notification (SN) details if the change is a result of the SN	Within 24 hours after the change is implemented	notifications@agco.ca	Email – must be submitted by one of the Bona Fide Members in charge of and responsible for the conduct of the raffle.

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 event

Submit Report to: notifications@agco.ca

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 your policies and procedures. Include any actions you have taken to correct the cause of non-compliance
2. An override of any of your policies and procedures, as required in the Terms and Conditions
3. Any complaint received from the public regarding your policies and procedures. Please 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

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

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

Being made aware: Upon observing, detecting or being notified of an incident that relates to a notification requirement contained in this Notification Matrix, the operator is required to notify the AGCO. This does not negate the operator from conducting their own due diligence and investigation into the matter.

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.

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

Description / Reference: Detailed description of the notification requirements.

Immediate: As soon as the individual responsible for the notification is made aware of the matter, the individual is required to provide the notification

Incident: An event that may be of regulatory compliance concern

24 Hours: This refers to 24 clock hours.

Contact Information: The email address for the notification requirement.

Licensee: The charitable organization to which a licence is issued.

Mode of Contact: The medium for communicating the notification.

Notice Timeframe: The required notice timeframe.

Ref #: Unique reference number when referring to the notification item.