



Lottery Line

Alcohol and Gaming Commission of Ontario
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AGCO Inspections – What to expect

To ensure that lottery retail operations are conducted with honesty and integrity, and in the public interest, AGCO Inspectors carry out routine inspections of retail locations that sell OLG lottery products and break-open tickets.

As a Lottery Retailer, you are required to cooperate with AGCO Inspectors who visit your location to carry out an inspection. During the inspection, an Inspector will focus on a number of areas regarding the overall operation of the business. These include (but are not limited to):

- Ensuring that your registration is current;
- Ensuring that you have identified all individuals who are involved in the registration and sale of OLG lottery products (see Retailer Identification on page 2);
- Checking your knowledge of lottery regulations;
- Verifying that instant lottery tickets are not scratched, marked or tampered with in a deliberate manner;
- Verifying that you or your staff do not sell or validate tickets to minors;
- Ensuring that proper validation of tickets occurs, which includes returning the ticket and validation slip to the customer;
- Verifying that you are not selling counterfeit items such as DVDs, transit fares, tobacco products, or any other illegal items; and,

- Ensuring that there are no illegal video gaming machines on the premises

AGCO Inspectors conduct inspections to ensure that Lottery Retailers are operating in compliance with the laws and regulations relating to the sale of lottery products in Ontario. If you have any concerns regarding your registration or obligations as a Lottery Retailer, please speak with an AGCO Inspector.



Did you know?

As a Lottery Retailer, you are required to comply with the following:

- *Registrar’s Standards for Gaming: Lottery Sector*
- All relevant provisions of the *Gaming Control Act, 1992*
- *OLG Retailer Agreement*
- *OLG Retailer Policy Manual*



Failure to comply can result in infractions, which in turn, can result in administrative action by the AGCO and may also impact your ability to sell OLG products under your registration.

Registration revoked for illegal video gaming machines

Earlier this year, the registration of a Lottery Retailer was revoked for allowing an illegal lottery scheme to be operated in his premises. On two occasions in July 2017, AGCO Inspectors found electronic devices in a Lottery Retailer’s convenience store and determined they were being used to play an illegal lottery scheme. Furthermore, it was alleged that the Lottery Retailer received payment for allowing illegal gambling to occur in his store. Despite being asked twice by Inspectors to remove the devices, when the Inspectors returned in January 2018, the machines were still on the premises. The matter was brought before the independent Licence Appeal Tribunal (LAT), and in its decision, LAT upheld the AGCO’s proposal to revoke the Lottery Retailer’s registration because he “lacks respect for the law and for regulatory authority” and that he “provided no evidence to support that his future conduct would differ.”

Retailer identification

As a Lottery Retailer, you are required to identify all individuals who are involved in the sale and redemption of OLG lottery products, prior to them handling any lottery product. In order to track such individuals, OLG requires Lottery Retailers to register them, under their full legal name (as it appears on government-issued identification) on the location's Insider List. During their inspections, AGCO Inspectors rely on the current Insider Lists at each location to ensure no restricted staff are handling lottery products.

IDENTIFICATION AT ALL LOCATIONS

If an individual is involved in the sale and redemption of lottery products at more than one location operated by a Lottery Retailer, they must be identified at all locations. Any changes to the individual's legal name must also be reported. It is the Lottery Retailer's responsibility to ensure that the Insider List is kept up to date and that any individual who is no longer involved in the sale and redemption of OLG products be immediately removed from the list.

The proper identification of all individuals helps to ensure the honesty and integrity of lottery ticket sales for all Lottery Retailers. In addition, maintaining a proper and up-to-date list of ticket sellers expedites inspections and investigations.

iAGCO – Online services for Ontario's Lottery Retailers coming soon!

Ontario's lottery and gaming registrants will soon be able to manage their accounts online with the AGCO.

It is anticipated that by late fall 2018, Lottery Retailers will be able to use iAGCO, our online delivery portal, to submit new applications, renewals or changes associated with holding a registration to sell products on behalf of the OLG and/or break-open tickets on behalf of a licensed charitable or religious organization.

iAGCO can be accessed from our website at www.agco.ca, or directly through www.agco.ca/iAGCO.

WHAT YOU NEED TO KNOW

AGCO will continue to issue renewal reminders 60-days prior to a registration expiring. Make sure the mailing address you have provided to the AGCO is up to date! Once an iAGCO account is created, these reminders will be sent to you by email.

OPT-IN FOR FURTHER UPDATES BY EMAIL

If you would like to receive updates about the upcoming launch of the new iAGCO services by email, please send us an email from your preferred email address to updates@agco.ca and include as a subject line "iAGCO Phase 3 Updates".

For more information, please visit the iAGCO Information page, which can be found at www.agco.ca. Submit your questions online at www.agco.ca/iAGCO.

We're here to help!

ARE YOU HAVING TROUBLE COMPLETING AN APPLICATION?
DO YOU HAVE A QUESTION ABOUT YOUR REGISTRATION?

The AGCO Customer Service Department is available to help you with any questions you may have. Please call us (Monday to Friday, 8:30 a.m. to 5:00 p.m.) at the numbers listed below or submit your question anytime through the iAGCO online portal at www.agco.ca/iAGCO.



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AGCO website has lots of information

Please visit us at
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Other Languages

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