



Lottery Line

Alcohol and Gaming Commission of Ontario
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New Chair of AGCO appointed



S. Grace Kerr

S. Grace Kerr, London, Ontario, has been appointed as the new Chair of the AGCO. Her appointment is for a two year term.

Ms. Kerr had been serving as Acting Chair since February 2017. She was originally appointed as a member of the AGCO Board in 2007.

She holds a Master of Laws degree from the London School of Economics.

Responsible gambling – brochures available

If a customer demonstrates openness to talk to you about their issues or concerns with problem gambling, lottery ticket sellers should offer them a "Know the Facts" Playsmart brochure. This brochure is provided by OLG to support responsible gambling in Ontario. All lottery retailers and staff should be aware of this brochure, its content, and where it is located in your store. It provides customers with important information on managing their play, and contact information for help services.

These brochures should be fully stocked in the Playstand. If you require additional brochures, please contact the OLG Support Centre at 1-800-387-0104.

EFFECTIVE JUNE 30, 2017

Registrar’s Standards for Gaming: Lottery Sector

WHAT YOU NEED TO KNOW

The Alcohol and Gaming Commission of Ontario (AGCO) is continuing its modernization of the regulation of gaming and lotteries in Ontario by adopting a risk-based, outcomes-based and compliance-focused approach.

This regulatory framework came into effect for OLG Lottery retailers on June 30, 2017.

WHY ARE WE DOING THIS?

- The goal is to deliver a more effective regulatory structure.
- This approach ensures that the highest standards for integrity are maintained and the public interest is protected.

WHAT DOES THIS MEAN TO YOU?

The **Registrar’s Standards for Gaming: Lottery Sector** set clear expectations for the outcomes you must achieve.

- Replaces the more rigid, rules-based approach to regulation.
- You must continue to comply with all of the relevant provisions of the *Gaming Control Act, 1992*, as well as the terms of the *OLG Retailer Agreement* and the policies and procedures outlined in the *OLG Retailer Policy Manual*.
- Most lottery retailers will not experience any changes to their day-to-day operations.

WHAT WILL REMAIN THE SAME?

- You and your staff will continue to sell and redeem lottery products with the highest degree of honesty and integrity.

- The AGCO’s registration processes for OLG Lottery Retailers and managers will not change.
- The AGCO will continue to conduct inspections of your business.
- For example, inspectors will be checking that only eligible individuals are permitted to play, that an accurate list of all individuals involved in the handling of lottery tickets is maintained and that access to gaming supplies and sensitive inventories is appropriately controlled.

WHAT WILL CHANGE?

- The **Registrar’s Standards for Gaming: Lottery Sector** include a greater focus on responsible gambling.
- For example, you will be required to have responsible gambling brochures available.
- The *OLG Retailer Policy Manual* will be updated, specifying that you may not extend or lend credit – such as fronting cash or starting a lottery ‘tab’ – to customers purchasing lottery tickets.

WHO DO I CONTACT FOR MORE INFORMATION OR HELP?

Call or email AGCO Customer Service:

General Telephone: 416-326-8700

Toll-Free in Ontario: 1-800-522-2876

Email: customer.service@agco.ca

Download a copy of the **Registrar’s Standards for Gaming: Lottery Sector** from the AGCO’s website at www.agco.ca.

AGCO's new website www.agco.ca makes finding information easier for users

AGCO has launched an updated website to better serve our stakeholders, including lottery tickets retailers and the general public. Please note the new website address www.agco.ca and update your bookmarks!

WHY A NEW WEBSITE?

The new website is part of the AGCO's objectives of being a modern regulator and offering a quality service experience. The new website was designed with the user in mind with the goal of enhancing and simplifying their online experience. At the core of this redesign are user portals. These portals are meant to be a "one-stop-shop" for AGCO customers and cluster together all relevant information based on their needs.

HOW WILL THE NEW WEBSITE SERVE YOU BETTER?

Site users have access to all pertinent legislation and regulations, as well as helpful tools for education and compliance. All information needed for registration and licensing, including application and renewal forms and guides have been centralized for users. With our new features, it is much easier for AGCO customers to find the information that's relevant to them. Check out the **Lottery Retailers**, **Lottery Employees** and **Lottery Suppliers** portals designed just for you!

ACCESSIBILITY

Our new website was also designed to be compliant with the *Accessibility for Ontarians with Disabilities Act* (AODA) and conforms to the World Wide Web Consortium Web Content Accessibility Guidelines, both in design and functionality. The aim of this design was to remove barriers for people with disabilities.

EASIER ACCESS

Another one of the website's exciting new features is its mobile friendliness. With the ability to adapt to any screen size, accessing AGCO information from your smart phone or tablet has never been easier.

Through the new website, users will also have quick and easy access to iAGCO, our new portal for online services. Accessible from every page, simply click on the iAGCO button at the top of the page to enter the portal. iAGCO online services for lottery sellers are scheduled to be launched in summer 2018.

Check out www.agco.ca for further information. We welcome any comments on the site's redesign and any suggestions for continued improvement!

Theft of instant lottery tickets – Tips for Lottery Retailers

Occasionally retailers will report they have experienced a theft of INSTANT tickets following a break-in, when a clerk is distracted or when the thief grabs tickets after having asked to make a purchase. In this latter example, the thief is more likely to ask for a high-priced ticket and then grab several tickets and run from the store. As a preventative measure, retailers who sell lottery tickets are encouraged to keep trays locked and INSTANT Tickets that are not on display in a secure location.

Regardless of the amount, whenever a theft of tickets occurs, you as a retailer selling lottery products should do two things:

1. Contact local police to report the theft. Be prepared to provide them with any surveillance recordings you may have.
2. Contact the OLG Support Centre to report details concerning the stolen tickets.

SUSPICIOUS ACTIVITY

Retailers and their staff must not engage in any activity that may result in a criminal charge or any activity such as fraud, theft or misrepresentation. Lottery ticket sellers must report any knowledge of suspicious and dishonest conduct to the OLG. You must also report any customer lottery transactions that you believe are

suspicious. If a customer reports suspicious activity, direct the customer to contact OLG at 1-800-387-0098.

Here are some things to consider as a retail lottery ticket seller:

- **Customers purchasing a lottery ticket for a minor.** Please remember that minors are prohibited from purchasing and redeeming lottery tickets. If you know a customer is going to give a ticket to a minor, you must refuse the sale.
- **A rise in credit card fraud has recently been identified.** Customers are purchasing large amounts of lottery tickets or gift cards using stolen credit cards/prepaid Visa.
- **Customer reports knowledge of unlawful or dishonest conduct.** Please instruct the customer to call OLG at 1-800-387-0098 to report any knowledge of unlawful or dishonest conduct.
- **Retailer not providing the customer with a full payout of the prize won.** If you have reason to believe that a customer was not paid the full payout of a prize won, you must contact OLG.
- **Watch 'N Win Purchases.** Ensure you receive payment first for all Watch 'N Win products before generating a ticket.

Retailers can call OLG at 1-800-387-0104 to report any incidents of theft or fraud.



AGCO website has lots of information

Please visit us at www.agco.ca



AGCO

Alcohol and Gaming
Commission of Ontario

Contact Us

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Toronto, Ontario M2N 0A4

Telephone: 416-326-8700
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Other Languages

Pour lire la version française de ce bulletin, veuillez consulter le site Web de la CAJO à www.agco.ca/fr/ressources-utiles-lettres-dinformation

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