

Lottery Line

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Alcohol and Gaming Commission of Ontario
90 Sheppard Avenue East, Suite 200
Toronto, Ontario
M2N 0A4



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Suspensions, revocations and monetary penalties The Hearings Process

Most lottery retailers operate their businesses and sell lottery products responsibly and according to the law. However, under the *Gaming Control Act, 1992*, if there are reasonable grounds to believe that the business or sale of lottery products is not being operated within the law, your lottery registration can be suspended for a period of time or even revoked (taken away) by the AGCO, or you can face a monetary penalty.

For this reason, you need to fully understand the rules for selling lottery products and the requirements of your contract with the Ontario Lottery and Gaming Corporation (OLG).

If the Registrar of the AGCO has evidence to believe that you have been involved in criminal, fraudulent or dishonest conduct, you may be sent a Notice of Proposed Order (NOPO) to suspend or revoke your registration. The NOPO details the specific allegations against you. The Registrar may also issue an Order of Monetary Penalty (OMP) which also includes the specific allegations and requires that you must pay a certain amount based on the infraction.

Decision based on evidence

Any lottery retailer or lottery retailer manager who receives an OMP or NOPO can request a hearing or appeal before the Licence Appeal Tribunal (LAT) to challenge the Registrar's decision. The

hearing is similar to a court proceeding where both sides present their evidence and/or witnesses. LAT then makes a decision based on the evidence. If your registration is suspended, OLG is notified and you cannot sell lottery products until the suspension is completed. If a registration is revoked, you cannot apply for another registration for two years. LAT can only uphold or deny an appeal of an OMP, but cannot vary the amount ordered by the Registrar.

More information on the hearings process, how to request a hearing and preparing for a hearing can be found on the AGCO's website www.agco.on.ca, by contacting the AGCO at customer.service@agco.ca or by calling us at 416.326.8700 or toll free at 1 800.522.2876. Information on the hearings process can also be found on LAT's website at www.lat.gov.on.ca. ■

Lottery by the Numbers

10,161 Ontario retailers registered to sell OLG lottery products

1,880 Lottery retailer managers registered

26 Lottery equipment suppliers registered in Ontario

23 Percentage of Ontario adults who play lotteries at least once a week

TOP TIPS for Lottery Retailers

Here are some helpful tips for all those involved in the sale of OLG lottery products.

DO

- ✓ Make sure your current AGCO registration or a copy is in the OLG binder or posted on the wall.
- ✓ Check tickets for signatures before they are validated.
- ✓ Make sure that tickets are visible to customers during validation and printing.
- ✓ Quiz your staff often about their lottery knowledge (age to buy, sports wager limits, payout maximums, etc.)
- ✓ Have your AGCO lottery registration available for AGCO Inspectors at all times.

DON'T

- ✗ Don't wait to call the OLG for technical help when equipment does not work properly. Call the OLG immediately.
- ✗ Don't sell more than \$100 per game of sports tickets to a customer.
- ✗ Don't validate a photocopied ticket.
- ✗ Don't put anything on top of silent sellers – tickets must be visible.
- ✗ Don't leave objects, loose paper or other clutter on or around the terminal.

