

## BCLC Response to Recommendations by the BC Ombudsman – March 2009\* Summary

Ombudsman Recommendation	Target Completion
1. BCLC create and maintain a list of current identifying information on all BCLC retailers and BCLC retailer employees.	Complete March 2008
2. BCLC require all BCLC retailers and BCLC retailer employees (insiders) to use a swipe card or enter a code before all purchases of lottery products in order to collect a prize.	Summer 2010
3. BCLC report publicly and annually on the rate of insider play and wins at all prize levels.	Complete July 2008
4. BCLC pursue the development of technological security enhancements to monitor self-checking machines, speakers and any other devices designed to alert purchasers / customers of a win and if these devices are disabled for any reason to suspend sales at that location until they are inspected and repaired.	Complete March 2008
5. BCLC require tickets or 'non-valid duplicates' to be returned to all ticket holders with appropriate markings to identify whether the ticket is not a winner; has been validated but not paid out; or is a winner and has been paid out.	Complete
6. BCLC include on-screen information about winning tickets in more than one language if the demographics of an area indicate this is useful.	Complete June 2008
7. BCLC impose an audit process on all wins over \$3,000 that includes the requirement for a winner to make a statutory declaration that they are not a close relative of a BCLC retailer or a BCLC retailer employee.	Complete November 2007
8. BCLC require BCLC retailers to collect identification from winners for wins of \$1,000 and greater and forward this information to BCLC. BCLC will then input this data into a database and perform random and regular audits to ensure the rightful owner of the winning ticket was paid the correct prize.	Complete December 2007
9. BCLC commit to moving toward implementing 100 per cent coverage of Check-A-Ticket terminals (CATs) and Keno Self-Service Terminals (SST) as soon as possible.	CATs: Complete November 2007  Keno SSTs: Complete March 2009
10. BCLC implement a system where scratch and win tickets are recorded when sold to a player. BCLC to use this information as a security check during prize payout process.	Summer 2009
11. BCLC modify its internal watchdog system to ensure that multiple checks of the same ticket, multiple attempts to validate a scratch and win or similar product, and any other suspicious activity be identified, investigated, reported upon, acted upon and tracked for trends.	Complete Summer 2009
12. BCLC develop an incentive program for BCLC retailers and BCLC retailer employees to identify gaps in post-point of sale security	Complete

\* Refer to Player First Status Update – March2009 for detailed information

Ombudsman Recommendation	Target Completion
procedures and report them to BCLC.	June 2008
13. Where BCLC reasonably suspects that a BCLC retailer or retailer employee or any other person has committed a criminal offence, BCLC promptly pass on this information to the appropriate police force.	Complete November 2006
14. BCLC have a clear, consistently enforced, process of progressive discipline for BCLC retailers and BCLC retailer employees for breaches of post-point of sale security including where appropriate termination of the BCLC contract.	Complete July 2007
15. BCLC certify all persons operating its machinery have been properly trained to do so.	Complete March 2008
16. BCLC conduct regular, random and comprehensive audits of BCLC retail outlets to ensure compliance with its post-point of sale policies and take progressive disciplinary action for any breaches.	Complete December 2007
17. BCLC develop an incentive program for purchasers/customers to promptly report deficiencies at its retail outlet.	Complete June 2008
18. BCLC create a written policy for dealing with all customer complaints about post point of sale security issues, including clear categories for identifying and tracking those customer complaints; a requirement that all those customer complaints be referred to and investigated by security; a process for analysing those complaints and tracking trends; and a requirement that the results of the process be reported on annually to the Chief Executive Officer, the Board of BCLC and the public.	Complete July 2008
19. BCLC establish a position at the senior management level with responsibility for all aspects of post point of sale purchaser/customer prize payout security of lottery products.	Complete December 2007
20. BCLC implement all GPE December 2006 recommendations promptly.	Complete February 2008
21. BCLC be open to receiving complaints from players who feel that they were the victim of retailer impropriety. BCLC to investigate the complaints fully to determine if substantiated; if so, BCLC should be willing to reimburse the player.	Complete
22. BCLC review its records including phone logs and security records to determine if there are any complaints where BCLC can improve its response or investigation.	Complete June 2008
23. BCLC security review all multiple retailer winners to confirm that the prize payouts are valid; if suspicious circumstances are found, BCLC to report to the appropriate authorities.	Complete June 2008

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