



Customer Age Verification “ID 25” – Retailer Policy

Effective August 2, 2016

Starting August 2, 2016, BCLC is implementing a new retailer policy related to Age Verification when selling lottery product.



Retailers are required to check photo ID for any player who appears to be 25 years of age or younger to confirm the player meets the minimum age requirement of 19 years old.

NEW BCLC Retailer Policy:

- Section 5.1.1 Customer Age Verification “ID 25” (a subset of Section 5.1 Sale or Distribution to Minors)

Lottery Retailers must check one (1) acceptable form of government issued photo ID for customers who appear to be twenty-five (25) years of age or younger, before processing any lottery ticket/product purchase.

The Law as per the Gaming Control Act:

The sale of lottery tickets to anyone under 19 years of age (a minor) is prohibited by law.

Tips To Be In Compliance:

- Before selling lottery to a customer, you must ask for photo ID if they appear to be 25 years of age or younger. When a customer asks for lottery, ask yourself ‘how old does this person look?’ If you answer any age near, or under, 25, ask for ID.
- Practice the same due diligence when verifying age for the sale of lottery products, as you do for other age verification products, such as tobacco or liquor.
- When in doubt, ask for ID. Don’t assume someone is ‘old enough’ for you to sell lottery to. It is difficult to guess a person’s age.
- Remember, the general public is faced with age verification in many different areas of their every day. You are not being a bother, you are just doing your job when asking for photo ID.

Service Standard Remedies

The Lottery Agreement Service Standard Remedies has been updated to include guidelines for the Customer Age Verification “ID 25” policy.

Confirmed Violation	1 st (1 st confirmed violation commences 12-month rolling period)	2 nd (within 12-month rolling period)	3 rd (within 12-month rolling period)	4 th (within 12-month rolling period)
Failure to Age Verify (ID 25)	Notification	Warning Letter	Financial Remedy (14 day minimum)	Termination of Lottery Retailer Agreement



Customer Age Verification “ID 25” – Retailer Policy – Q&A

Effective August 2, 2016



Q: When does the new Customer Age Verification “ID 25” Retailer Policy come into effect?

A: The new Customer Age Verification “ID 25” Retailer Policy comes into effect on August 2, 2016.

Q: Why is ID 25 being implemented?

A: ID 25 is being implemented to align with BCLC Casino policy and the action required for other age control products such as Tobacco. This change will increase the mandated level of due diligence retailers must perform in ensuring that Lottery is not sold to minors.

Q: Is the 19+ minimum age requirement still a rule?

A: Yes. The sale of lottery tickets to anyone under 19 years of age (a minor) is prohibited by law as enforced by the Gaming Control Act. BCLC’s Customer Age Verification “ID 25” policy, requires retailers to ask for photo ID from anyone who looks 25 years of age or younger. This notion of ‘going over and above’ minimizes the risk of selling minors.

Q: When and where will the new Customer Age Verification “ID 25” Retailer Policy be posted for retailers to reference?

A: The BCLC Lottery Retailer Manual found on the Retailer Hub will be updated on August 2, 2016 to include the new policy.

Q: How will ID 25 be enforced?

A: BCLC will be coordinating Mystery Shop campaigns to be performed at random intervals throughout the year. As per the Service Standard Remedies, written notice will be delivered informing of the store’s Mystery Shop results and its corresponding remedy.

Q: What support will be available for my staff to reinforce this change in behaviour?

A: A number of retailer facing communication pieces will be updated at your location including the Lotto! 1-2-3 laminated job aid, the decal on the lottery terminal and the 19+ message on the transaction screen of the lottery terminal. In addition, a new Public Display Unit message will be uploaded and player education point-of-sale materials will be provided for the August 2, 2016 policy effective date.

Q: How can I prepare my staff to ID anyone who appears 25 or younger?

A: Discuss the BCLC policy and the importance of ID 25 with your staff. Lead by example – leading by example is an effective way to influence behaviour change. Educate your staff on what date of birth they are looking for each month, and on what is acceptable government issued photo ID - Driver’s License, BC ID Card and Passport.