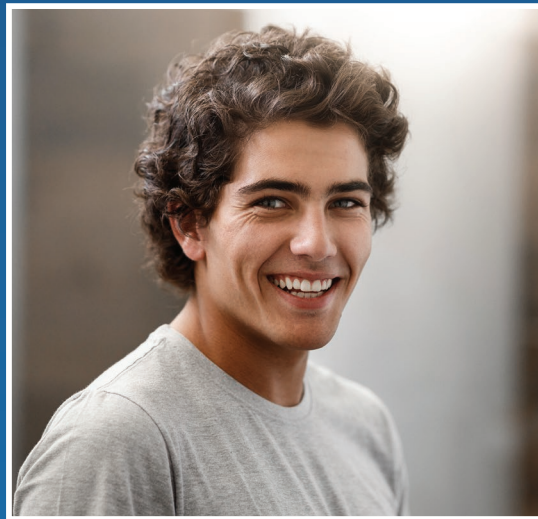
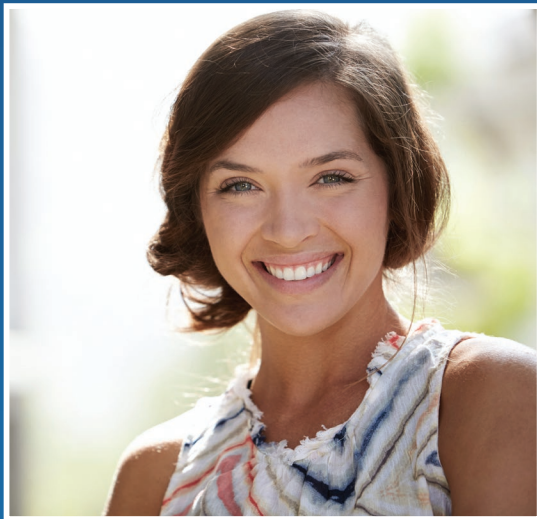


SHOULD THESE CUSTOMERS BE ASKED FOR ID?





ID25 POLICY

Before selling and validating OLG products, retailers must ask for government issued photo ID from anyone who appears to be under the age of 25.

Appearances Can Be Deceiving

Having a beard, wearing lots of make-up or a person's size can mask a person's age.

No ID?

Politely decline the sale.

Government Issued ID is a Must

Asking, "How old are you?", "Are you old enough to play lottery?" or verbally receiving date of birth is not enough. You must validate government issued ID.



18+ POLICY

The Ontario Lottery and Gaming Corporation Act, 1999 (Ontario) prohibits the sale of OLG tickets/products to persons under 18 years of age. Non-compliance will result in the suspension of the Lottery Terminal, fines from AGCO and may affect your AGCO license renewal.

ID25 MYSTERY SHOP PROGRAM

- Mystery shops are conducted continuously province wide.
- Shoppers are between the ages of 18-22.

HOW WILL I KNOW IF I WAS MYSTERY SHOPPED?

- You will be notified immediately by the Mystery Shopper if you passed or failed.
- Non-compliance letters are mailed to the store owner, the person who failed the Mystery Shop and to the Corporate Account head office when applicable.

WHAT HAPPENS IF I FAIL A MYSTERY SHOP?

- Violations are referred to the AGCO and are escalated to OLG investigations for follow-up mystery shops.
- Your Sales Specialist will follow-up to review and ensure you understand the ID25 policy.
- Penalties for non-compliance will be applied. See the Retailer Policy Manual for details.
- Multiple failures will result in loss of your privilege to sell lottery.

TIPS FOR SUCCESS

- Take time on busy draw days to ID25. Statistically many failures occur during this time.
- Review the ID25 Training with your staff and have them sign off on the policy.
- Make sure your employees know about the We Expect ID tool on the lottery terminal.