

Lottery Ticket Centre Handbook



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LOTTERY TICKET CENTRE POLICY HANDBOOK

Table of Contents

- 1. GENERAL INFORMATION**
 - 1.1 Introduction
 - 1.2 Legislation
 - 1.3 Definitions
 - 1.4 Contacts
 - 1.5 Eligibility Guidelines

- 2. RETAIL NETWORKS**
 - 2.1 Retail Networks
 - 2.2 Lottery Ticket and Equipment Allocation
 - 2.3 Profitability Network
 - 2.4 Trial Network
 - 2.5 Single Location Community Network
 - 2.6 Performance Standards
 - 2.7 Compensation
 - 2.8 Training
 - 2.9 Waitlist Management
 - 2.10 Site Requirements

- 3. APPLICATIONS**
 - 3.1 Application Requirements
 - 3.2 Application Categories
 - 3.3 New Installation Application
 - 3.4 Trial Network Installation Application
 - 3.5 New Operator of Existing Location Application
 - 3.6 Agent Changes

4. ADMINISTRATION

- 4.1 Retailer Master File Information
- 4.2 Financial Obligations
- 4.3 Multiple Terminal Retailers
- 4.4 Compliance

5. OPERATIONS

- 5.1 Lottery Ticket Sales
- 5.2 Ordering Tickets and Supplies
- 5.3 Ticket Activation
- 5.4 Validation and Redemption of Tickets
- 5.5 Stolen, Missing or Destroyed Tickets
- 5.6 Sport Select Directive
- 5.7 Ticket Return/Buybacks
- 5.8 Ticket Expiry
- 5.9 Hours of Operation
- 5.10 Site Maintenance
- 5.11 Minors
- 5.12 Renovations
- 5.13 Relocation and Temporary Relocation of Lottery Ticket Terminal
- 5.14 Signage, Advertising and Product Promotion

6. SAMPLE FORMS

- 6.1 Lottery Ticket Centre Retailer Application
- 6.2 Authorization For Prearranged Payment
- 6.3 Certificate of Insurance
- 6.4 Landlord Authorization

- 6.5 Credit Evaluation Information
- 6.6 Lottery Ticket Centre Retailer Agreement
- 6.7 Schedule A – Lottery Ticket Centre Site Plan
- 6.8 Site Requirements Form (New Installations Only)
- 6.9 Amendment To Retailer Master File/Agreement
Ticket/Video Lottery
- 6.10 Buyback Notice
- 6.11 Claim Form
- 6.12 Adjustment Form
- 6.13 Ticket Return Tracking Form

Index

SECTION: 1. GENERAL INFORMATION

1.1 INTRODUCTION

1.1.1 The purpose of this handbook is to assist Retailers:

- a) be aware of terms and conditions that apply to any Retailer holding a Retailer Agreement;
- b) understand the ongoing responsibilities they have as a Retailer.

1.1.2 The handbook is organized into sections to make it easy to update from time to time. The Retailer is responsible to keep this handbook updated when new pages are received.

1.1.3 One copy of the Lottery Ticket Centre Policy Handbook is provided at no cost to each Lottery Ticket Centre retail location upon installation of the Lottery Ticket Terminal and is to remain at the location even when there is a change of ownership.

1.1.4 Additional or replacement copies of the handbook may be purchased from the AGLC for a fee of \$25.00 per copy or may be accessed at no charge on the AGLC website at aglc.ca.

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SECTION: 1. GENERAL INFORMATION

1.2 LEGISLATION

1.2.1 The *Gaming and Liquor Act* gives the AGLC the authority to conduct and manage provincial lotteries on behalf of the Government of Alberta either alone or in conjunction with the government of another province or territory.

1.2.2 The Alberta Government is a shareholder in the Interprovincial Lottery Corporation (ILC), a corporation incorporated to conduct lotteries on behalf of Her Majesty the Queen in the right of all provinces for which the Western Canada Lottery Corporation (WCLC) is the Regional Marketing Organization.

1.2.3 The AGLC markets lottery schemes jointly with the WCLC in Alberta; processing applications for gaming agreements; and entering into agreements to sell, advertise or distribute gaming products through a province wide network of Retailer locations.

The AGLC shall:

- a) develop programs and procedures for the ongoing guidance of all employees, Retailers and external agencies;
- b) develop training aids for the instruction of division staff and Retailers;
- c) train employees and Retailers as required to ensure compliance with legislation, agreements and policy;
- d) maintain relations with other provincial gaming organizations and agencies;
- e) maintain files and agreements on gaming Retailers; and
- f) provide gaming products and services.

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SECTION: 1. GENERAL INFORMATION

1.3 DEFINITIONS

- 1.3.1 “AGLC” means the Alberta Gaming and Liquor Commission.
- 1.3.2 “Authorized Signatory” means a person authorized to sign legal documentation on behalf of the Retailer.
- 1.3.3 “Community” refers to:
- a) a municipality as defined under the *Municipal Government Act* meaning:
 - i) a city, town, village, summer village, municipal district or specialized municipality;
 - ii) a town under the *Parks Towns Act* ; or
 - iii) a municipality formed by special Act; or
 - b) a Métis Settlement established under the *Métis Settlement Act* (Alberta); or
 - c) an Indian reserve as determined by the Department of Indian Affairs (Canada) located within the provincial boundaries of Alberta.
- 1.3.4 “Corporate Retailer” refers to a Retailer operating multiple locations under a single legal entity and generating annual sales of \$1 million or more.
- 1.3.5 “Game Break” refers to the time period between On-Line Lottery Ticket games that sales for the game are disabled. This is usually a five minute period after the closing of the present game (i.e. Lotto 6/49, Super 7, Extra, etc.).
- 1.3.6 “Keno” refers to a provincial lottery ticket gaming product where WCLC draws are held every five minutes. Players pick from one (1) to ten (10) numbers from a field of one (1) to eighty (80).
- 1.3.7 “Legal Entity” refers to a corporation, partnership or sole proprietorship whose existence is recognized by the law and registered in the province of Alberta.
- 1.3.8 “Lottery Ticket Terminal” means any mechanical, electrical or other device, contrivance or machine used by the WCLC and the AGLC to manage, conduct and operate a lottery.

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SECTION: 1. GENERAL INFORMATION

- 1.3.9 "Market Zone" means the territory served by a Retailer as determined by the AGLC.
- 1.3.10 "Minor" means a person under the age of 18 years.
- 1.3.11 "Off-Line Lottery Tickets" means all Lottery Tickets not generated by the Lottery Ticket Terminal and that are approved by the WCLC (example: Scratch 'N' Win tickets).
- 1.3.12 "On-Line Lottery Tickets" means tickets approved by the WCLC and the AGLC and issued by a Lottery Ticket Terminal, the selection of which is recorded on the WCLC central computer or computers operated by the WCLC for such purpose.
- 1.3.13 "Retailer" means any individual person, corporation or partnership authorized by the AGLC and the WCLC to sell On-Line and Off-Line lottery tickets to the public or, is authorized by the WCLC to assist in the operation of a lottery pursuant to a Retailer Agreement.
- 1.3.14 "Retailer Agreement" means Lottery Ticket Centre Retailer Agreement between the Retailer, the AGLC and the WCLC.
- 1.3.15 "Waitlist" refers to a list of eligible applicants who have completed a Lottery Ticket Retailer Application and are waiting for the availability of a Ticket Terminal to be installed in their business.
- 1.3.16 "WCLC" means the Western Canada Lottery Corporation.

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SECTION: 1. GENERAL INFORMATION

1.4 CONTACTS

- 1.4.1 Written communication may be addressed to the AGLC at :
- Alberta Gaming and Liquor Commission
Gaming & Cannabis Division
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5
Fax: (780) 447-8910
www.aglc.ca
- 1.4.2 Retailers needing assistance with technical issues related to the Lottery Ticket Terminal should call the WCLC Hotline:
- WCLC HOTLINE
1-800-665-0133 (toll free)
- For all other services, call the AGLC Hotline at:
- AGLC HOTLINE
1-800-561-4415 (toll free)
- 1.4.3 Customers may redeem winning tickets for prizes greater than \$100 in person at, or by mailing the ticket and claim form to: *(Amended July 2018)*
- Prize Payout Office
Alberta Gaming and Liquor Commission
Main Floor, 50 Corriveau Avenue
St. Albert, Alberta, T8N 3T5
1-800-272-8876 Ext. 8616
- 1.4.4 Customers may redeem winning tickets for prizes of \$100.01 to \$9,999.99, in person at: *(Amended July 2018)*
- Prize Payout Office
Alberta Gaming and Liquor Commission
110-6715 8 St NE

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SECTION: 1. GENERAL INFORMATION

Calgary, Alberta, T2E 7H7

1-800-372-9518 Ext. 8301

1.4.5 Customers disputing prizes or requiring a decision on a lost, stolen or destroyed ticket should mail their request to:

Western Canada Lottery Corporation

Prize Payout

10th Floor, 125 Garry Street

Winnipeg, MB R3C 4J1

1.4.6 To report Gaming Irregularities call: 1-800-742-7818

1.4.7 WCLC Corporate Communications: 1-800-665-3313

1.4.8 For assistance or information on Problem Gambling, call AADAC Helpline: 1-866-332-2322

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SECTION: 1. GENERAL INFORMATION

1.5 ELIGIBILITY GUIDELINES

- 1.5.1 Applicants must meet all Retailer application requirements to qualify for a Retailer Agreement (See 3.1).
- 1.5.2 Retailers must operate within the terms and conditions outlined in the Retailer Agreement and this handbook.
- 1.5.3 Where there is a conflict in the terms and conditions between the Retailer Agreement and this handbook, the Retailer Agreement takes precedence.
- 1.5.4 Each Lottery Ticket Centre retail location is evaluated by the AGLC on a continual basis to determine its potential to fulfill the goals and objectives of the AGLC.

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SECTION: 2. RETAIL NETWORKS

2.1 RETAIL NETWORKS

2.1.1 The AGLC's network of Retailers is divided into three categories:

- a) Profitability Network;
- b) Trial Network; and
- c) Single Community Location Network.

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SECTION: 2. RETAIL NETWORKS

2.2 LOTTERY TICKET AND EQUIPMENT ALLOCATION

- 2.2.1 Revenue from the Lottery Ticket Centre retail networks is maximized by allocating Lottery Ticket Terminals to qualified retail locations and by reallocating Lottery Ticket Terminals from retail locations that fail to meet established performance standards.
- 2.2.2 When the demand for Lottery Ticket Terminals in any network exceeds the supply of Lottery Ticket Terminals, applicants will be placed on a waitlist (see 2.9).

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SECTION: 2. RETAIL NETWORKS

2.3 PROFITABILITY NETWORK

- 2.3.1 The Profitability Network is for Retailers whose locations have, or are predicted to have, annual Lottery Ticket sales that contribute to the profit targets of the AGLC.
- 2.3.2 The AGLC will evaluate each location to determine sales potential.
- 2.3.3 In addition to meeting the sales requirement for the Profitability Network, applicants must also:
- a) Meet all application requirements (see 3.1); and
 - b) Meet performance standards for the Profitability Network once they are authorized to operate as a Retailer.
- 2.3.4 Retailers failing to meet performance standards for the Profitability Network may have their Retailer Agreement terminated by the AGLC (see 2.6).
- 2.3.5 Applicants not having the sales potential required to operate in the Profitability Network are offered the opportunity to apply for placement in the Trial Network (see 2.4).

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SECTION: 2. RETAIL NETWORKS

2.4 TRIAL NETWORK

- 2.4.1 The Trial Network is for applicants not eligible for the Profitability Network. It provides applicants the opportunity to prove sales potential through a 13-week trial period as a Retailer.
- 2.4.2 Trial applicants agree to meet the required sales target and/or reimburse the AGLC for any unrecovered costs incurred during the 13-week trial period.
- 2.4.3 Trial applicants must meet all of the same application requirements (see 3.1) as applicants for the Profitability Network except no credit evaluation will be completed. The retailer must provide a Letter of Credit as outlined in 3.3.25.
- 2.4.4 A maximum of 15 Retailers will be permitted to be active in the Trial Network at any one time.
- 2.4.5 Only one Trial Network Retailer may be active in each market zone at any given time.
- 2.4.6 Trial Network Retailers must achieve annualized sales that exceed sales achieved by Retailers in the bottom 1% of the Profitability Network to successfully complete the 13-week trial period.
- 2.4.7 Trial Network Retailers successful in completing the 13-week trial period are transferred to the Profitability Network and must meet the performance standards of that network (see 4.2).
- 2.4.8 Trial Network Retailers not meeting the sales target at the end of the 13-week trial period will have their Retailer Agreement terminated and be liable for any difference between the installation/fixed costs and the recovered net revenue during the trial period:
- a) Installation costs are variable and include:
 - i) Ticket terminal, printer, CDU, ticket checker and installation costs;
 - ii) Signs and fixture installation costs; and
 - iii) Telecommunications costs.

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SECTION: 2. RETAIL NETWORKS

- b) Fixed costs include:
 - i) Ticket terminal, printer, CDU, ticket checker, signs and fixture depreciation; and
 - ii) Administration and maintenance costs.

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SECTION: 2. RETAIL NETWORKS

2.5 SINGLE LOCATION COMMUNITY NETWORK

- 2.5.1 The Single Location Community (SLC) Network is for Retailers who do not meet the performance standards of the Profitability Network (see Subsection 2.6), but whose retail location is more than 25 kilometres away from the closest Retailer. The 25 km distance is measured as the radius from retail location to retail location.
- 2.5.2 SLC Network Retailers must meet all regular application requirements (see 3.1).
- 2.5.3 SLC Network Retailers transferred to the Profitability Network must meet the performance standards of that network (see 2.6)
- 2.5.4 A SLC Network Retailer is transferred to the Profitability Network in the event of the following:
- a) a Profitability Network Retailer is installed within 25 kilometres of the SLC Network retail location; or
 - b) a Trial Network Retailer installed within 25 kilometres of the SLC Network retail location successfully completes the 13-week trial period and is transferred to the Profitability Network.
- 2.5.5 The AGLC will notify SLC Network Retailers when a Profitability Network Retailer or Trial Network Retailer is installed within 25 km of their retail location.
- 2.5.6 SLC Network Retailers transferred to the Profitability Network are subject to the standards and procedures of the Profitability Network.

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SECTION: 2. RETAIL NETWORKS

2.6 PERFORMANCE STANDARDS

- 2.6.1 Non-performance is defined as a Retailer who is generating annualized sales that fall in the bottom 1% of Retailers in the Profitability Network.
- 2.6.2 Retailers in the Profitability Network are subject to monthly performance assessment. Non-performance may result in removal of the Lottery Ticket Terminal and termination of the Retailer Agreement.
- 2.6.3 Retailers must operate in the Profitability Network for a minimum of six (6) full calendar months before their Retailer Agreement can be terminated due to non-performance.
- 2.6.4 The AGLC will terminate the Retailer Agreement and remove the Lottery Ticket Terminal and related equipment due to non-performance only when there is a more profitable location available for the Lottery Ticket Terminal to be installed.
- 2.6.5 In order for the Retailer to establish a viable sales base, sales generated in the month of the Lottery Ticket Terminal installation or Change of Operator/Agent and the subsequent three (3) full calendar months of sales activity are excluded from the performance assessment for Retailers in the Profitability Network.
- 2.6.6 If a Retailer generates annualized sales that fall in the bottom 1% of all Retailers in the Profitability Network for two (2) full calendar months in any consecutive three (3) full calendar month period, the AGLC may terminate the Retailer Agreement and remove the Lottery Ticket Terminal.
- 2.6.7 Annualized sales for retailers are calculated in the following manner:
- a) If there are less than 12 full calendar months of sales subjected to monthly performance assessment, the annualized sales is calculated by averaging the monthly sales and multiplying this average by 12 months; or
 - b) If there are more than 12 full calendar months of sales subjected to monthly performance assessment, the annualized sales is the sum of sales for the most recent 12 month period.

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SECTION: 2. RETAIL NETWORKS

2.6.8 Retailers will receive a minimum of seven (7) days written notice before a Lottery Ticket Terminal is removed or the Retailer Agreement terminated due to non-performance.

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SECTION: 2. RETAIL NETWORKS

2.7 COMPENSATION

2.7.1 BASE COMPENSATION

The AGLC shall pay to the Retailer by discount, commission or bonus such amounts as may be established from time to time for the sale of gaming products (see Schedule 1):

- a) No other remuneration will be paid to Retailers with respect to services supplied except such amounts earned by way of commission paid on redemptions (that is prize money paid out by the Retailer);
- b) The CEO will determine the commission and redemption percentage paid to Retailers; and
- c) Retailers who have their Retailer Agreement terminated must collect compensation amounts due to them within one year from when the compensation is issued or this compensation is forfeited.

2.7.2 ADDITIONAL COMPENSATION

- a) Lottery Ticket Centres must achieve minimum annual sales of \$54,000 to qualify for the Additional Compensation Program (see Schedule 1).
- b) Additional compensation is calculated quarterly and paid twice a year, in October and April. Sales are assessed in July for quarter one, October for quarter two, January for quarter three and April for quarter four.
- c) Second and fourth Quarter payments are paid as an invoice credit to active Retailers.
- d) Terminated Retailers are paid by cheque. Cheques for less than \$10.00 will not be processed.

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SECTION: 2. RETAIL NETWORKS
SCHEDULE 1: COMPENSATION

Base Compensation	
Sales Commissions	5% of net sales*
Redemptions	2% of encashment
Additional Compensation	
Additional Compensation – Level 1 Sales between \$54,000-\$99,999	Additional 0.5%
Additional Compensation – Level 2 Sales between \$100,000-\$249,999	Additional 1.5%
Additional Compensation – Level 3 Sales between \$250,000-\$499,999	Additional 2.5%
Additional Compensation – Level 4 Sales between \$500,000-Up	Additional 3.0%

*Note: Net Sales is gross sales less buybacks and cancellations.

- e) Additional compensation is based on a tiered schedule that provides additional compensation upon achieving specific sales levels. The additional compensation applies to all sales within the specific tier. Examples of Compensation payments are as follows:

i) \$75,000 Total Sales:

5.0% base compensation -	\$ 3,750
0.5% additional compensation -	<u>\$ 105</u>
Total Compensation -	\$ 3,855

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SECTION: 2. RETAIL NETWORKS

ii)	\$250,000 Total Sales:	
	5.0% base compensation -	\$ 12,500
	0.5% additional compensation -	\$ 230
	1.5% additional compensation -	<u>\$ 2,250</u>
	Total Compensation -	\$ 14,980
iii)	\$600,000 Total Sales:	
	5.0% base compensation -	\$ 30,000
	0.5% additional compensation -	\$ 230
	1.5% additional compensation -	\$ 2,250
	2.5% additional compensation -	\$ 6,250
	3.0% additional compensation -	<u>\$ 3,000</u>
	Total Compensation -	\$ 41,730

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SECTION: 2. RETAIL NETWORKS

2.8 TRAINING

- 2.8.1 Prior to activation of the Lottery Ticket Terminal a minimum of one staff member involved in handling Lottery products at each retail site must: *(Amended Nov 2017)*
- a) complete the AGLC's online LottoLearn Advanced Ticket Terminal Training Course and Certification for the operation of the Lottery Ticket Terminal; or
 - b) provide information regarding previous in-person lottery ticket training certification (taken within five years prior to the date of activation) to the AGLC.
- 2.8.2 Retailers must have trained staff available when the retail location is open for business. *(Amended Nov 2017)*
- 2.8.3 Retailers must ensure employees responsible for operating the Lottery Ticket Terminal are trained. Training must include operation of the terminal, selling, cancelling tickets, validation of tickets, accounting/reconciliation and weekly settlement. *(Amended Nov 2017)*
- 2.8.4 Retailers and their staff are required to complete any additional product or terminal training required by the AGLC. *(Amended Nov 2017)*
- 2.8.5 Requests for training should be made by contacting AGLC Hotline (see 1.4.2). *(Amended Nov 2017)*
- 2.8.6 Retailers must ensure that an up-to-date Lottery Ticket Centre Policy Handbook is kept and updated as required in the premises and that all staff understand their responsibilities.
- 2.8.7 Retailers must ensure that a copy of the Retailer Code of Conduct is available and that it is reviewed with any new employee that deals with lottery products and customers.

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SECTION: 2. RETAIL NETWORKS

2.9 WAITLIST MANAGEMENT

2.9.1 PROFITABILITY NETWORK

- a) In the event that the monitoring of the Retailer network and enforcement of the Non-Performance standards (see 2.6) does not allow sufficient Lottery Ticket Terminals to meet the demand for new Profitability Network Retailers, a waitlist will be created.
- b) Lottery Ticket Terminals will be assigned to applicants on the waitlist on a “best first” basis (applicants with the highest potential sales volume will be given preference).

2.9.2 TRIAL NETWORK

- a) The waitlist for the Trial Network will list applicants in the order that their completed application forms are received.
- b) Lottery Ticket Terminals will be assigned to applicants in the order they appear on the waitlist.

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SECTION: 2. RETAIL NETWORKS

2.10 SITE REQUIREMENTS

2.10.1 The Retailer is required to confirm with the AGLC the retail site has the following:

- a) Suitable location and sufficient counter space for the ticket terminal, printer, and LED display sign (normally beside cash register);
- b) Suitable location and sufficient floor space for a standard lottery selection table (Height: 42 ¾", Width 36 ½", and Length 27 ½") or of any other dimensions determined by the AGLC;
- c) Shelving displays or Merchandisers;
- d) Suitable interior window location to accommodate the following signage as determined and allocated by the AGLC:
 - i) An interior 18" or 25" LTC fascia sign; or
 - ii) An interior 26" LTC electronic jackpot sign.

Note: At its discretion the AGLC will transition current 25" exterior LTC fascia signs to align with this section. *(Added, Oct., 2014)*

- e) In locations where KENO is available, suitable location and floor space for the installation of equipment as required by the AGLC.

2.10.2 The Retailer is required to confirm with the AGLC the retail site has the following electrical requirements:

- a) A separate circuit from the fuse box that is within 1.5m of the Lottery Ticket Terminal location;
- b) A 110 volt Double Duplex "U" isolated ground outlet at the demarcation point of the Network Interface Device (where the telecommunications cable enters the building) for power to the communications facility; and
- c) The Retailer is required to have a telephone on site that is in close proximity to the Lottery Ticket Terminal to allow a person to simultaneously receive technical support and tend to the Lottery Ticket Terminal.

2.10.3 An AGLC technician will inspect the site to confirm power and wiring requirements are met.

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SECTION: 2. RETAIL NETWORKS

2.10.4 Retailers must contact the AGLC if they wish to relocate the Lottery Ticket Terminal after the initial installation (see 5.12 and 5.13).

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SECTION: 3. APPLICATIONS

3.1 APPLICATION REQUIREMENTS

3.1.1 The application and site requirements for all retailers are the same; however the application process for each differs. All applicants must complete and submit the following application requirements:

- a) Lottery Ticket Centre Retailer Application (see Section 6);
- b) Certificate of Insurance (see Section 6);
- c) Financial Security – in the form of a successful credit evaluation or irrevocable Letter of Credit in an amount determined by the AGLC;
- d) Authorization for Prearranged Payment (see Section 6);
- e) Site Requirements – for new installs only (see Section 6);
- f) Landlord Authorization (see Section 6);
- g) Lottery Ticket Center Retailer Agreement (see Section 6);
- h) Site Plan - Schedule A to the Retailer Agreement;
- i) Criminal Record Check (CRC) – a CRC must be submitted by an Authorized Signatory who signs the Lottery Ticket Centre Retailer Agreement. If the applicant is a:
 - i) Sole Proprietor – the sole proprietor must submit the CRC.
 - ii) Partnership – the partner who will sign the Agreement must submit the CRC.
 - iii) Corporation (Legal Entity) – the Director who will sign the Agreement must submit the CRC; and
- j) Ticket Terminal Training Certification.

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Susan Green

SECTION: 3. APPLICATIONS

3.2 APPLICATION CATEGORIES

3.2.1 There are three categories of applications:

- a) New Installation – when an applicant is applying for a Retailer Agreement at a location where there is not an existing Lottery Ticket Terminal;
- b) Trial Network Installation – when an applicant is applying for a Retailer Agreement after being rejected for entry into the Profitability Network; and
- c) New Operator of an Existing Location – when an applicant is applying for a Retailer Agreement due to the sale of, or change to, the legal entity operating a retail location and there is an existing Lottery Ticket Terminal.

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SECTION: 3. APPLICATIONS

3.3 NEW INSTALLATION APPLICATION

- 3.3.1 Applicants interested in applying for a Lottery Ticket Terminal at a location where there is not an existing Lottery Ticket Terminal are to contact the AGLC Hotline (see 1.4.2).
- 3.3.2 The AGLC will evaluate the applicant's proposed site and notify the applicant as to whether they qualify for the Profitability Network.
- 3.3.3 If the applicant qualifies for the Profitability Network and a Lottery Ticket Terminal is not available for installation at that time, the applicant will receive a terminal as soon as one becomes available. Lottery Ticket Terminals will be distributed to qualifying Profitability Network Retailers on a "best first" basis.
- 3.3.4 An application form must be completed and signed by an Authorized Signatory of the applicant.
- 3.3.5 Applicant corporations and partnerships must be legal entities registered to operate in the province of Alberta.
- 3.3.6 The person or persons forming a sole proprietorship or partnership must be Canadian Citizen(s) or be authorized to work in Canada in order to be party to the Retailer Agreement.
- 3.3.7 For Corporate Retailers, the initial application is kept in the Corporate Retailer's Master File and is referenced for all future applications.
- 3.3.8 Retailers are required to maintain adequate insurance as outlined in the Retailer Agreement (see Section 6); and proof of insurance must be provided in the form of an AGLC Certificate of Insurance (see Section 6) completed by the Retailer's insurance company or broker.
- 3.3.9 The legal entity must be the "name insured" on the insurance policy.
- 3.3.10 The AGLC must be named an "additional insured" on the insurance policy.
- 3.3.11 Property Insurance is required for all Lottery Ticket Terminals, signs and fixtures provided by the AGLC; coverage shall be on an "all risk" replacement cost basis. The declared value of the Lottery Ticket Terminal and related equipment is \$10,000.
- 3.3.12 Comprehensive or commercial general liability insurance is recommended – not less than \$1,000,000 inclusive per occurrence

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SECTION: 3. APPLICATIONS

against bodily injury and property damage including loss thereof. Such insurance is recommended to cover personal injury and employees as additional insured's.

- 3.3.13 Corporate Retailers may provide insurance for franchisees that hold Retailer Agreements. A "blanket" Certificate of Insurance can also be used on the condition the legal entity of each franchisee is an additional insured on the corporate policy. A schedule of retail locations to which the policy coverage applies must also be provided and updated as requested by the AGLC.
- 3.3.14 A "blanket" Certificate of Insurance will be kept in the Retailer's Master File and referenced for all future applications.
- 3.3.15 The Retailer must provide an Irrevocable Letter of Credit to cover the AGLC's risk for monetary loss or have their legal entity undergo a credit evaluation to determine if the need for an Irrevocable Letter of Credit may be waived.
- 3.3.16 A Retailer that is a sole proprietorship or partnership is not eligible for a credit evaluation except as outlined in 3.3.17. Retailers that are a sole proprietorship or partnership must provide an Irrevocable Letter of Credit to meet the financial security requirement (see 3.3.25).
- 3.3.17 A Retailer that is a sole proprietorship or partnership that has operated for more than 24 months and that has established operations under a trade name, may be considered for a credit evaluation.
- 3.3.18 A Retailer that is a registered corporation or registered partnership is eligible for a credit evaluation only if it has operated for more than 24 months.
- 3.3.19 Corporate Retailers are eligible for a credit evaluation only if it has operated for more than 24 months.
- 3.3.20 The Retailer must provide two comparative years of financial statements prepared by a third party (i.e., CA, CMA or CGA).
- 3.3.21 Banking information must be provided on a Credit Evaluation Information form (see Section 6) to be completed by an Authorized Signatory for the Retailer and the appropriate financial institution(s).

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 3. APPLICATIONS

3.3.22 Credit evaluation results are maintained in the Corporate Retailer's Master File and referenced for all future applications.

3.3.23 A Retailer who fails the credit evaluation is required to provide security in the form of an Irrevocable Letter of Credit.

3.3.24 Retailers must apply to a financial institution for an Irrevocable Letter of Credit. The fees incurred by the financial institution for an Irrevocable Letter of Credit are the responsibility of the Retailer.

3.3.25 The amount of the Irrevocable Letter of Credit is based on the classification of the retail site (e.g., kiosk, convenience store, supermarket, etc.) or two weeks average sales for the retail location for a New Operator of an Existing Location.

The schedule for retail site classification is as follows:

SCHEDULE 2: SECURITY REQUIREMENTS

Code	Description	Require Security
01	Ticket Outlet	\$18,000
02	Newsstand, Smoke Shop, Confectionary	\$8,500
03	Drugstore	\$10,000
04	Convenience, Specialty Food Store	\$7,000
05	Supermarkets	\$14,000
06	Department Stores	\$10,000
07	Specialty Goods	\$7,000
08	Personal Services Retail	\$5,000
09	Restaurants	\$5,000
10	Just Gasoline Services	\$8,000
11	Recreation Outlets	\$5,000
13	Non-profit Organizations (Bingo)	\$4,000
16	Community Service	\$5,000
17	Gas/Convenience	\$7,000

3.3.26 The Irrevocable Letter of Credit must:

- a) identify the Retailer's legal entity as the "applicant" or "customer";

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 3. APPLICATIONS

- b) name the AGLC as “the beneficiary”;
- c) state the dollar amount of the letter;
- d) be in effect for a minimum one year from the date of issue;
- e) state “Partial drawings are permitted”;
- f) if the Retailer is a person or persons, the Irrevocable Letter of Credit stays in place until the Retailer Agreement is terminated or as outlined in 3.3.17;
- g) If the Retailer is a registered corporation or partnership, the irrevocable Letter of Credit stays in place for a minimum of one year; after which the Retailer can request a new credit evaluation be performed if they can meet the specified requirements (see 4.2); and
- h) Retailers with a registered corporation or partnership are required to renew their Irrevocable Letters of Credit each year until a successful credit evaluation is performed on their legal entity; letters with automatic extensions are preferred.

3.3.27 As stated in the Retailer Agreement, Retailers are required to deposit all monies received through the sale of lottery tickets, less winnings paid out and commission, into a bank account.

3.3.28 Retailer accounts are invoiced each Wednesday (See 4.2).

3.3.29 An Authorized Signatory must complete and submit the Authorization for Prearranged Payment form (see Section 6) and provide confirmation of the account information in the form of a void cheque or a letter from the bank.

3.3.30 If a single bank account is to be used for all Corporate Retailer locations, a “blanket” Authorization for Prearranged Payment form (see Section 6) may be provided and be kept in the Corporate Retailer’s Master File and referenced for future applications.

3.3.31 Retailers wanting to change their bank account must contact the AGLC (see 4.2.4).

3.3.32 Retailers are required to have the landlord of the retail site complete a Landlord Authorization form (see Section 6) that gives the AGLC authorization to:

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 3. APPLICATIONS

- a) install, maintain and repair, as necessary any lottery signs and fixtures;
 - b) install, maintain and repair, as necessary, inside data lines and communication facilities; and
 - c) install, if necessary, electrical power at the demarcation point for the Network Interface Point for communication facilities.
- 3.3.33 A 'blanket' landlord authorization form may be used if the Corporate Retailer is the landlord for all of its retail locations.
- 3.3.34 A 'blanket' landlord authorization form is kept in the Corporate Retailer's Master File and referenced for all future applications.
- 3.3.35 An Authorized Signatory must complete a Site Requirements Form, (see Section 6) to confirm their location meets AGLC standards (see 2.10).
- 3.3.36 The Retailer Agreement is the legal document binding the Retailer, the AGLC and the WCLC to the terms and conditions contained within it.
- 3.3.37 An Authorized Signatory is required to sign, date and have witnessed a set of three (3) Retailer Agreements and return the documents to the AGLC.
- 3.3.38 A Criminal Record Check must be submitted by the applicant whom signs the Retailer Agreements [see 3.1.1i) for details]. For the purposes of a:
- a) new installation, applicants must submit the Criminal Record Check prior to the installation of the lottery terminal.
 - b) change of operator, a location that already has a terminal, the applicant will have 30 days to submit the Criminal Record Check. If the criminal record check is not received within the 30 day deadline the ticket terminal and all related equipment may be removed and the Agreement terminated.
- 3.3.39 The Retailer receives one copy of the Retailer Agreement after authorization by the AGLC and the WCLC.
- 3.3.40 Retailer Agreements are issued for each retail location.

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 3. APPLICATIONS

- 3.3.41 An Authorized Signatory is required to sign and return to the AGLC a Lottery Ticket Centre site plan (see Section 6), which is Schedule A of the Retailer Agreement.
- 3.3.42 The Lottery Ticket Centre Site Plan confirms the type and location of installed equipment including the Lottery Ticket Terminal and related signs and fixtures.
- 3.3.43 The Retailer receives one copy of the Schedule A after authorization by the AGLC.
- 3.3.44 Applicants failing to meet the application requirements before the AGLC deadline may have their application terminated and are eligible to reapply in six (6) months.

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by
Susan Green

SECTION: 3. APPLICATIONS

3.4 TRIAL NETWORK INSTALLATION APPLICATION

- 3.4.1 Applicants not qualifying for entry into the Profitability Network will be sent a letter offering the opportunity to apply for entry into the Trial Network.
- 3.4.2 The Applicant has three (3) months from receipt of the letter to submit a Trial Network application package or their file will be closed.
- 3.4.3 The application requirements for a Trial Network Installation are the same as for a New Installation (see Section 3.3, New Installation Application) however applicants are not eligible for a credit evaluation and therefore must provide an Irrevocable Letter of Credit (see 3.3.26).
- 3.4.4 Applicants meeting the application requirements are eligible to participate in a 13-week trial period as a Retailer.
- 3.4.5 If a Lottery Ticket Terminal is not available at the time the applicant requests a Trial Network application package, the applicant is placed on a waitlist (see 2.9).
- 3.4.6 See 2.4 for detailed information on the Trial Network.

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by
Susan Green

SECTION: 3. APPLICATIONS

3.5 NEW OPERATOR OF AN EXISTING LOCATION APPLICATION

- 3.5.1 Applicants applying for a Lottery Ticket Terminal at an existing location must meet application requirements contained in the New Operator application package.
- 3.5.2 Completion of this application package is required when the Retailer changes due to any of the following reasons:
- a) The Retailer sells their business and/or their legal entity to another party.
 - b) The Retailer wishes to use a different legal entity to operate the retail site.
 - c) The legal entity of the Retailer is amalgamated or dissolved.
- 3.5.3 The Retailer Agreement is not transferable and is terminated when a location is sold, leased, assigned or otherwise transferred to the control of another person or legal entity.
- 3.5.4 When a Retailer sells, transfers or assigns the business where a Lottery Ticket Terminal is located, the AGLC may offer the new owner a Retailer Agreement.
- 3.5.5 The AGLC may not offer the new owner a Retailer agreement if the retail location does not meet the Performance Standards as outlined in 2.6.
- 3.5.6 For uninterrupted Lottery Ticket Centre operations existing Retailers must provide the AGLC with 30 days written notice of any sale, lease expiry or business dissolution.
- 3.5.7 Retailers must notify the AGLC of any change in the structure or control of the legal entity holding the Agreement.
- 3.5.8 Any change of Operator of a Lottery Ticket Centre location must occur on a Wednesday (invoice day).
- 3.5.9 Buyer(s) of an existing location must submit the same requirements as outlined in Section 3.3, New Installation Application. *(Amended, Oct., 2014)*
- 3.5.10 The AGLC will assist the seller of an existing location and the buyer with completing a physical inventory of activated Scratch 'N Win tickets and reconciliation of On-line ticket sales to the effective date of termination (change of operator). The seller and buyer are

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 3. APPLICATIONS

responsible for financial transactions resulting in the buyer being credited for related sales and activations (less commission). *(Added, Oct., 2014)*

3.5.11 All financial obligations the seller accrued prior to the effective date of termination shall continue to apply and be enforceable against the seller as per Schedule D8 of the Lottery Ticket Centre Retailer Agreement. *(Added, Oct., 2014)*

3.5.12 A buyer failing to comply with all the requirements of the Lottery Ticket Centre Retailer Application – Change of Operator package will have their application cancelled. *(Amended, Oct., 2014)*

DATE ISSUED: October 10, 2014

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Original signed by
Susan Green

SECTION: 3. APPLICATIONS

3.6 AGENT CHANGES

- 3.6.1 Corporate retail chains that contract agents to operate their retail sites must notify the AGLC when the agent at a site changes. Five (5) business days notice is required to ensure no disruption of operation.
- 3.6.2 Agent changes must occur on a Wednesday (invoice day).
- 3.6.3 Prior to activation of the Lottery Ticket Terminal a minimum of onestaff member involved in handling Lottery ticket products at each retail sitemust: *(Amended Nov 2017)*
- a) complete the AGLC's online LottoLearn Advanced Ticket Terminal Training Course and Certification; or
 - b) provide information regarding previous in-person lottery training certification (taken within five years prior to the date of activation) to the AGLC.
- 3.6.4 Requests for training should be made by contacting AGLC Hotline (see 1.4.2). *(Added Nov 2017)*
- 3.6.5 New Agents must complete and submit an Authorization for Prearranged Payment form (see Section 6) and send to the AGLC with a "void" cheque or a letter from the bank verifying the account information.
- 3.6.6 If the new agent names a corporation or partnership on the Authorization for Prearranged Payment form, they must be a director or shareholder of the company.
- 3.6.7 The AGLC will assist the existing agent and new agent with completing a physical inventory of activated Scratch 'N Win tickets and reconciliation of On-line sales to the effective date of agent change. The existing agent and new agent are responsible for financial transactions resulting in the new agent being credited for related sales and activations (less commission). *(Added, Oct., 2014)*
- 3.6.8 All financial obligations the existing agent accrued prior to the effective date of the agent change shall continue to apply and be enforceable against the existing agent as per Schedule D8 of the Lottery Ticket Centre Retailer Agreement. *(Added, Oct., 2014)*

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SECTION: 4. ADMINISTRATION

4.1 RETAILER MASTER FILE INFORMATION

4.1.1 To maintain the accuracy and integrity of the AGLC's Retailer Master Files, the Retailer is required to contact the AGLC Hotline when there is any change to the following information:

- a) Location name;
- b) Company name;
- c) Authorized signatory;
- d) Management;
- e) Controlling interest shareholder(s);
- f) Phone and fax number; or
- g) Hours of operation.

4.1.2 Many changes can be administrated through use of an Amendment to Retailer Master File/Agreement Ticket/Video Lottery form (see Section 6). The AGLC will advise the Retailer if a new Retailer Agreement is required.

DATE ISSUED: October 10, 2014

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SECTION: 4. ADMINISTRATION

4.2 FINANCIAL OBLIGATIONS

- 4.2.1 Retailer accounts are invoiced on Wednesdays for the payment of On-line and Off-line (Scratch 'N Win) Lottery Tickets. *(Added, Oct., 2014)*
- 4.2.2 Retailers will be notified of the deposit amount for both On-line and Off-line (Scratch 'N Win) Lottery Tickets a minimum of 11 hours prior to the payment due deadline (Wednesday at 12:00 p.m.) by one of the following methods:
- a) electronically, through the Lottery Ticket Terminal;
 - b) by fax transmission; or
 - c) by telephone. *(Added, Oct., 2014)*
- 4.2.3 To satisfy the invoicing/payment process Retailers must deposit, in a designated bank account before 12:00 p.m. on Wednesdays, all monies received through the sale of:
- a) On-line Lottery Tickets, less winnings paid and commission; and
 - b) Activated Off-line Lottery Tickets (Scratch 'N Win), less winnings paid and commission between 8 to 14 days from the date of activation (excluding the date of activation). For example, monies for Scratch 'N Win tickets activated on a Tuesday must be deposited within a maximum of 8 days, and monies for Scratch 'N Win tickets activated on a Wednesday must be deposited within a maximum of 14 days. *(Added, Oct., 2014)*
- 4.2.4 A fee of \$5.00 per week is charged to each Retailer on their weekly invoice to cover administration costs.
- 4.2.5 Retailers must contact the AGLC to change bank accounts.
- 4.2.6 An Authorized Signatory for must complete an Authorization for Prearranged Payment form (see Section 6) and submit it with a void cheque or a letter from the bank verifying the account information to the AGLC.
- 4.2.7 The AGLC shall take immediate action to collect outstanding monies owed from Retailers due to non-sufficient funds, up to and including termination of the Retailer Agreement, and the following will apply:

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 4. ADMINISTRATION

- a) payment of the NSF must be received within 24 hours of notification in the manner designated by the AGLC or the Lottery Ticket Terminal will be disabled;
 - b) an Irrevocable Letter of Credit will be required immediately in an amount determined by the AGLC (equivalent to two weeks average net invoice for the retail location or as per security requirements detailed in Schedule 2, 3.3.25 if the retail location is in the first year of operations). The Irrevocable Letter of Credit must be in effect for a minimum of 24 months from the date of the NSF;
 - c) all NSF's are subject to a service charge determined by the AGLC;
 - d) Retailers who fail to meet the deposit requirements in 4.2.2 may have their Retailer Agreement terminated resulting in the Lottery Ticket Terminal and related equipment being removed; and
 - e) Retailers who experience no further payment problems after two (2) years from the date of their NSF may contact the AGLC and request an evaluation of their credit to determine if the need for an Irrevocable Letter of Credit still exists.
- 4.2.8 Retailers that provide an Irrevocable Letter of Credit in the name of their registered corporation or partnership as part of the application process may request after one full year of operation:
- a) a re-evaluation of their company, if it failed the initial credit evaluation; or
 - b) an evaluation of their company, if financial statements were not available at the time the retailer submitted their application.
- 4.2.9 The Retailer must provide two comparative years of financial statements prepared by a third party (i.e. CA, CMA or CGA) and banking information for the most recent 12 month period (See Section 6 for a Credit Evaluation Information form).
- 4.2.10 The AGLC will return the Irrevocable Letter of Credit to the Retailer's financial institution when the Retailer successfully completes the credit evaluation.

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 4. ADMINISTRATION

- 4.2.11 The AGLC will advise Retailers who do not meet credit evaluation standards that the Irrevocable Letter of Credit must remain effective.
- 4.2.12 If the Irrevocable Letter of Credit is in the Retailer's personal name(s), credit evaluation is not an option except as outlined in 3.3.17. The letter remains in place until the Retailer Agreement is terminated.
- 4.2.13 The Retailer is responsible for the cost of any required repairs to the Lottery Ticket Terminal(s) and related equipment, signs and fixtures that are deemed a result of negligence by the Retailer.
- 4.2.14 The Retailer will be invoiced for any and all direct costs incurred by the AGLC for repair and maintenance due to negligence by the Retailer.
- 4.2.15 The Retailer is responsible for the cost of any Lottery Ticket related equipment that is damaged, destroyed, stolen or lost.
- 4.2.16 The Retailer is required to maintain insurance to cover the cost of the obligations stated in the Retailer Agreement.
- 4.2.17 The Retailer will be invoiced for the cost of replacing or repairing any Lottery Ticket Terminal(s), signs and fixtures damaged, destroyed, stolen or lost while on the premises or in the care of the Retailer.
- 4.2.18 The Retailer may contact the AGLC Hotline (see 1.4.2) for information regarding maintenance and replacement costs.

DATE ISSUED: October 10, 2014

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SECTION: 4. ADMINISTRATION

4.3 MULTIPLE TERMINAL RETAILERS

4.3.1 The AGLC may approve a Retailer to operate a maximum of two (2) Lottery Ticket Terminals in any one (1) facility based on the following:

- a) annual ticket sales; and
- b) availability of additional Lottery Ticket Terminals.

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by
Susan Green

SECTION: 4. ADMINISTRATION

4.4 COMPLIANCE

4.4.1 The AGLC may suppress one or more Lottery Ticket products on the Lottery Ticket Terminal or suspend or terminate the Retailer Agreement without notice for any of the following:

- a) if the Retailer fails to pay any sums payable hereunder in the manner and at the time provided for or otherwise is in breach of any term or condition contained in the Retailer Agreement;
- b) if the Retailer, or any employee of the Retailer, is in breach of any of the rules or regulations of the AGLC, the WCLC or of the ILC as outlined in the Lottery Ticket Centre Policy Handbook and/or the Retailer Agreement;
- c) if the Retailer, or any employee of the Retailer, is in breach of any laws or regulations made by any governmental authority having jurisdiction which in any way relate to lotteries or the operation thereof;
- d) If the Retailer sells, re-organizes, fails to remain actively involved in, or changes the nature of the business conducted by the Retailer or a significant portion thereof or interest therein or if the Retailer is a corporation other than a corporation the shares of which are publicly traded, voting control of the Retailer changes;
- e) if the Retailer or any employee of the Retailer has been convicted of a crime involving fraud, theft, misrepresentation, oral turpitude or any gambling-related offence;
- f) in the event of the bankruptcy or insolvency of the Retailer or if a receiver or liquidator is appointed over some or all of the assets of the Retailer or in the event any of the assets of the Retailer are seized or distrained upon; and/or
- g) in the event the Retailer is required to vacate the premises in which the Lottery Ticket Terminal is located.

4.4.2 Retailers whose Lottery Ticket Terminals are removed for cause are eligible to reapply for a Lottery Ticket Terminal six (6) months from date of termination and will be placed on the waitlist if applicable.

4.4.3 Lottery Retailers will be monitored from time to time by the AGLC to ensure compliance. Results of any compliance monitoring will be

DATE ISSUED: October 10, 2014

AUTHORITY: Original signed by Susan Green

SECTION: 4. ADMINISTRATION

made known to each retailer in writing. See the Progressive Discipline Policy (Section 4.4.5).

4.4.4 For the purposes of the Progressive Discipline Policy “Lottery Retailer” refers to a person contracted by the Lottery to sell lottery tickets and provide lottery services at a retail location or a person who is an employee of a retail location and is authorized to operate a lottery terminal or is involved in the handling, selling and/or validation of lottery products.

4.4.5 The progressive discipline policy is specified as follows:

LOTTERY RETAILER PROGRESSIVE DISCIPLINE POLICY

VIOLATION	1st Offence (within any 12-month period)	2nd Offence (within any 12-month period)	3rd Offence (within any 12-month period)	4th Offence (within any 12-month period)
Fraud/Theft	OWNER/ RETAILER: Termination of Lottery Agreement. EMPLOYEE OR CORPORATE STORE MANAGER: Termination of Lottery Agreement unless retailer demonstrates that employee no longer has access to or sells lottery products			
Conduct contrary to public image of WCLC or AGLC	Warning Letter	Warning Letter	Warning Letter	Repeated violations could result in Suspension or Termination of Agreement

DATE ISSUED: October 10, 2014
AUTHORITY: Original signed by Susan Green

SECTION: 4. ADMINISTRATION

VIOLATION	1 st Offence (within any 12-month period)	2 nd Offence (within any 12-month period)	3 rd Offence (within any 12-month period)	4 th Offence (within any 12-month period)
Administrative Issues	Call to location	Warning Letter or Call	Warning Letter or Call	Repeated violations could result in Suspension or Termination of Agreement
Sales, validation or prize payment issues not related to fraud/theft <ul style="list-style-type: none"> • Did not tear and return paid winning ticket. • Did not return intact unpaid winning ticket. • Did not return non-winning ticket. • Did not return Validation Slip. • Did not check for signature on ticket. Retailer paid winning ticket over \$1,000 and claimed on behalf of customer. 	Warning Letter and Training	Warning Letter and Training	Mandatory Training Session minimum or up to Suspension of Lottery Terminal for a maximum of 3 days	Suspension of Lottery Terminal for 3-7 days or up to Termination of Lottery Agreement
Selling to Minors	Warning Letter and Training	Suspended immediately for a minimum of 30 days	Termination of Lottery Agreement	

 DATE ISSUED: October 10, 2014

 AUTHORITY: Original signed by Susan Green

SECTION: 4. ADMINISTRATION

VIOLATION	1 st Offence (within any 12-month period)	2 nd Offence (within any 12-month period)	3 rd Offence (within any 12-month period)	4 th Offence (within any 12-month period)
ID Under 25 Years Old	Letter to Lottery Agreement signatory Follow up by AGLC Representative	Letter to Lottery Agreement signatory Follow up by Supervisor/ Manager with requirement for mandatory training and advising of 2 day Suspension on next violation	Letter to Lottery Agreement signatory With 2 Day Suspension Follow up by Manager advising of further Suspension or Termination on next violation	Letter to Lottery Agreement signatory With 7 Day Suspension or Terminate Agreement

Nature of training required will be based on situation and specifics of violation.

DATE ISSUED: October 10, 2014
AUTHORITY: Original signed by Susan Green

SECTION: 5. OPERATIONS

5.1 LOTTERY TICKET SALES

- 5.1.1 Retailers are required to properly display and make available for sale all current authorized WCLC On-Line and Off-Line Lottery Ticket products.
- 5.1.2 Retailers are required to properly display and distribute any print material provided by AGLC.
- 5.1.3 Retailers must have the Lottery Ticket Terminal and trained staff available during hours the premises are open for business.
- 5.1.4 Retailers must provide the complete range of Lottery Ticket products, merchandise and information made available by the AGLC and WCLC.
- 5.1.5 Retailers must sell and actively promote the sale of all Lottery Tickets as may be prescribed by the AGLC and to provide such services for the sale of all Lottery Tickets and merchandise as specified by the AGLC with reasonable courtesy to purchasers and at such standards as may be reasonably expected of a prudent business person.
- 5.1.6 Retailers are prohibited from selling Lottery Ticket products to minors (see 5.11).

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Susan Green

SECTION: 5. OPERATIONS

5.2 ORDERING OF TICKETS AND SUPPLIES

- 5.2.1 Retailers shall monitor inventory levels to ensure all Lottery Ticket products and supplies are available on site, the merchandiser is full and product is properly displayed.
- 5.2.2 The AGLC requires two to three business days after an order is placed to deliver Off-Line Lottery Ticket products and/or supplies to Retailers.
- 5.2.3 The AGLC will determine regular inventory levels and call dates for Off-Line product orders.
- 5.2.4 Retailers must notify the AGLC if they have received Off-Line product that is not issued to them.
- 5.2.5 Retailers may contact the AGLC to order additional emergency Off-Line product and/or supplies as required.
- 5.2.6 Retailers must make Lottery Ticket products available to their Lottery Ticket Account Representative upon request.
- 5.2.7 Lottery Ticket Account Representatives will monitor a location's sales and issue/de-issue products as deemed necessary.

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Susan Green

SECTION: 5. OPERATIONS

5.3 TICKET ACTIVATION

- 5.3.1 All Off-Line tickets must be activated before they may be sold.
- 5.3.2 Retailers are required to activate enough Off-Line tickets to maintain a fully stocked merchandiser.

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Susan Green

SECTION: 5. OPERATIONS

5.4 VALIDATION AND REDEMPTION OF TICKETS

5.4.1 Retailers are responsible to pay out prize money on winning Lottery Ticket products up to a value of \$100 and have the option to pay out prize money up to and including \$1000. *(Amended July 2018)*

5.4.2 Retailers shall provide the service of validating and redeeming customer's Lottery Tickets subject to the following:

- a) ensure customer's name is signed or printed on the back of ticket before validation process begins;
- b) return the Validation Slip to the customer for every ticket checked;
- c) pay only according to Validation Slip instructions;
- d) if the ticket is a non-winning ticket the retailer will give the validation slip and the original ticket intact to the customer;
- e) for winning tickets that the retailer is able to pay, the retailer will give the customer the validation slip, pay the winning amount, tear the winning ticket in two, and return both pieces to the customer; and
- f) for winning tickets unpaid, the retailer will return the original ticket intact to the customer.

5.4.3 Retailers receive 2% redemption commission on all Lottery Ticket winnings up to \$1000 paid to a customer.

5.4.4 Retailers are prohibited from validating Lottery Tickets and paying out prize monies to Minors (see 5.11).

5.4.5 Retailers may only validate tickets purchased in the WCLC jurisdiction (AB, SK, MB, YT, NWT & NU). Customers must send tickets from other jurisdictions to the address on the back of the ticket.

5.4.6 All Lottery Tickets (both On-Line and Off-Line) must be validated through the Lottery Ticket Terminal before payment can be made and tickets must be paid according to the Validation Slip instructions.

5.4.7 Retailers may only pay tickets that have the customer name signed or printed on the back.

5.4.8 For winning tickets over \$1000, merchandise prizes or "Collect to Win" prizes Retailers must do the following:

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SECTION: 5. OPERATIONS

- a) ensure that the customer has signed or printed their name and address on the back of the Lottery Ticket;
- b) return the winning ticket intact to the customer, with the validation slip;
- c) provide the customer a Claim Form (see Section 6);
- d) provide the prize claim information number 1-800-665-3313 to the customer; and
- e) direct the customer to the nearest Prize Payout Office or have them mail the form and the Lottery Ticket to the address listed on the back of the ticket by registered mail.

5.4.9 Retailers who cancel a Lottery Ticket must retain the cancelled ticket on site for a minimum of 30 days.

5.4.10 Retailers are not responsible for sending tickets and claim forms in on behalf of customers. This is the customer's responsibility.

5.4.11 All merchandise prizes must be claimed through a Prize Payout Office (see 1.4 for address).

5.4.12 If there is a prize claim dispute, Retailers are advised to:

- a) return the original Lottery Ticket intact to the customer and the corresponding validation slip;
- b) ask the customer to fill out a Claim Form (see Section 6);
- c) instruct the customer to send the claim form and the original ticket to WCLC for review (see 1.4 for mailing address);
- d) not pay any portion of the prize to the customer; and
- e) if the customer has further questions, advise them to contact WCLC Corporate Communications (see 1.4).

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SECTION: 5. OPERATIONS

5.5 STOLEN, MISSING OR DESTROYED TICKETS

- 5.5.1 The AGLC assumes no financial responsibility for stolen, missing, or destroyed Lottery Tickets issued to Retailers or consumers.
- 5.5.2 Lottery Tickets become the property of the Retailer or consumer at the time of receipt, and Retailers/consumers are responsible for the security of their respective Lottery Tickets.
- 5.5.3 All Lottery Tickets must be validated before payment may be issued. If a ticket cannot be validated, the consumer should:
- a) complete a Claim Form (see Section 6); and
 - b) forward the ticket along with a detailed explanation to the WCLC for investigation;
 - c) payment will be issued by the WCLC in the form of a cheque for valid claims.
- 5.5.4 No prize money may be paid by a Retailer on a ticket that cannot be validated.
- 5.5.5 Payment will not be made for tickets identified as stolen or destroyed.
- 5.5.6 If a winning ticket is inadvertently destroyed, which prevents a customer from receiving their prize, contact the WCLC Hotline for further instructions.
- 5.5.7 Only the bearer of a genuine original Lottery Ticket presented for validation is eligible to receive payment. Customer name must be signed or printed on the back of the ticket.
- 5.5.8 Retailers/consumers must report missing, stolen or destroyed tickets to their local Police Department and the AGLC within 24 hours of the theft. Retailers/consumers must provide either a copy or number of the Police Department report.
- 5.5.9 In the event of a fire, Retailers must report missing, stolen or destroyed Lottery Tickets to their local Fire Department and the AGLC within 24 hours of the fire. Retailers must provide a copy of or the number of the Fire Department report.
- 5.5.10 Retailers/consumers must complete a report/affidavit provided by the AGLC.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by Susan Green

SECTION: 5. OPERATIONS

5.6 SPORT SELECT DIRECTIVE

- 5.6.1 To protect the integrity and viability of SPORT SELECT as a recreational and entertainment sports lottery product, the AGLC has implemented a policy on the maximum aggregate daily wagers that may be made by any individual person or group of persons at any Retailer location.
- 5.6.2 All retailers must abide by the following criteria for processing SPORT SELECT WAGERS:
- a) The maximum aggregate wager(s) per person on any SPORT SELECT Product (except Pools) per day at any lottery ticket Retailer location is \$500.00. *(Amended Jul 2016)*
 - b) Persons must be personally present to purchase Lottery Tickets.
- 5.6.3 SPORT SELECT sales and network activity at Retailer locations will be monitored to ensure that the objective of maintaining SPORT SELECT as a recreational and entertainment product is accomplished. IF IN DOUBT, DO NOT ACCEPT ANY WAGERS THAT MAY APPEAR TO BE CONTRARY TO THIS DIRECTIVE.
- 5.6.4 Non-compliance with this directive may result in penalties up to and including suppression of all SPORT SELECT games on the Lottery Ticket Terminal or suspension or termination of the Retailer Agreement (see 4.4).

DATE ISSUED: July 18, 2016

AUTHORITY: Original signed by Susan Green

SECTION: 5. OPERATIONS

5.7 TICKET RETURN/BUYBACKS

- 5.7.1 Retailers must return out of date and/or expired Lottery Tickets to the AGLC when requested to do so through Buyback and/or Chargeback notices (see Section 6).
- 5.7.2 The AGLC will advise by written notice the times to return out of date and/or expired Lottery Tickets.
- 5.7.3 The AGLC will provide materials (notices, forms, envelopes, etc.) and support for Retailers to return out of date and/or expired Lottery Tickets.
- 5.7.4 Retailers will receive credit for all returned activated or charged products when returned, provided they have not expired at the time of processing.
- 5.7.5 The AGLC will not provide a credit refund for tickets that have expired.
- 5.7.6 The AGLC will ensure that all returned product is processed and all applicable credits issued within 6 weeks.
- 5.7.7 Retailers will be charged for Lottery Tickets not returned by the specified charge dates.
- 5.7.8 The sale of expired tickets is prohibited.
- 5.7.9 Retailers must ensure that all ticket products are returned to the AGLC before their respective expiry dates.
- 5.7.10 The cost of insurance for return ticket shipments through the courier will not be covered by the AGLC.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by
Susan Green

SECTION: 5. OPERATIONS

5.8 TICKET EXPIRY

- 5.8.1 On-line Tickets are valid for one year from each draw date. Tickets cannot be validated until the day after the first draw date indicated on the ticket.
- 5.8.2 SPORT SELECT Ticket prizes must be claimed within ninety days of the date of the last game on the SPORT SELECT TICKET. Expiry dates are printed on the front of SPORT SELECT Tickets.
- 5.8.3 Off-line Tickets expiry dates are printed on the back of the ticket and will also appear in the Luck and LottoLine magazines.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by
Susan Green

SECTION: 5. OPERATIONS

5.9 HOURS OF OPERATION

5.9.1 The Retailer must have the Lottery Ticket Terminal and required trained staff available when the premises are open for business for the sale, validation and redemption of all Lottery Tickets.

5.9.2 Game Breaks occur at a set time when sales for the On-line games have ended. Retailers may process any other On-line game that is not affected by a Game Break. Game Breaks cover a period of approximately 5 minutes after the end of sales for the specific game.

<u>GAME BREAK FOR</u>	<u>TIME</u>	<u>DAY</u>
Western 649, & Lotto 6/49	7:00 pm MT	Wednesday & Saturday
Extra	7:00 pm MT	Wednesday, Friday & Saturday
Pick 3	7:00 pm MT	Every Day
Super 7	7:00 pm MT	Friday
Payday	7:00 pm MT	Thursday

All games not involved in Game Break are available for wagering.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by Susan Green

SECTION: 5. OPERATIONS

5.10 SITE MAINTENANCE

- 5.10.1 Should maintenance be required for the Lottery Ticket Terminal, sign, and/or fixtures, contact the WCLC Hotline (see 1.4.2).
- 5.10.2 Service charges to repair damaged items or equipment vary depending on the type of service required.
- 5.10.3 Lottery Ticket Terminals must not be relocated by anyone other than an approved AGLC technician or authorized agent. To arrange for Lottery Ticket Terminal relocations contact the AGLC Hotline (see 1.4.2).

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by
Susan Green

SECTION: 5. OPERATIONS

5.11 MINORS

5.11.1 Retailers shall ensure that Minors are not sold, allowed to play or to receive payment of prize monies for Lottery Ticket products under any circumstances.

5.11.2 Retailers are required to obtain valid identification and verify proof of age whenever a person who appears to be under 25 years of age attempts to purchase, play or receive prize payment for Lottery Ticket products. *(Amended Oct. 2015)*

5.11.2.1 For the purposes of Subsection 5.11.2, valid primary identification must:

- a) have a photo;
- b) have a name;
- c) have a signature;
- d) be Government issued;
- e) include date of birth;
- f) not be expired;
- g) have a unique identifier number; and
- h) be an original (not a copy). *(Added Oct. 2015)*

5.11.3 If the identification appears not to be genuine, licensee staff must request a second piece of identification. Valid secondary identification must:

- a) have a name;
- b) be Government issued;
- c) have a unique identifier number;
- d) include date of birth. *(Amended Oct. 2015)*

5.11.4 Careful examination of identification under adequate lighting must take place to ensure:

- a) the photograph is genuine and has not been substituted;
- b) the plastic cover has not been tampered with;

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by Susan Green

SECTION: 5. OPERATIONS

- c) the lettering that provides information on name and date of birth has not been altered; and
- d) the document is genuine.

5.11.5 Where there is any doubt that identification is genuine, the Retailer must have the individual provide a sample signature and compare the signature to the signature on the photograph identification. Also ask for a second piece of signature identification.

5.11.6 Caution should be exercised to check for identification each and every time a person of questionable age attempts to purchase, play or receive payment of prize monies for Lottery Ticket products. On a previous occasion, false identification may have been produced and accepted.

5.11.7 If a person of questionable age fails to satisfy the Retailer or staff that they are not a Minor, the Retailer or staff will:

- a) Refuse to sell, allow to play, or provide payout of prize monies for Lottery Ticket products; and
- b) If the premises is one where Minors are prohibited from entering, being in or remaining in, then the person must be refused entry and asked to leave.

5.11.8 Supervisory staff of the Retailer must remain constantly vigilant to ensure that adequate safeguards preventing Minors from purchasing Lottery Tickets are maintained.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by
Susan Green

SECTION: 5. OPERATIONS

5.12 RENOVATIONS

5.12.1 Retailers are required to notify the AGLC of any renovations to the retail site named in the Retailer Agreement if the renovations require:

- a) the site to be closed for any amount of time; or
- b) the Lottery Ticket Terminal to be moved.

5.12.2 Retailers may contact the AGLC Hotline (see 1.4.2) to confirm any costs that may be incurred.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by
Susan Green

SECTION: 5. OPERATIONS

5.13 RELOCATION AND TEMPORARY RELOCATION OF LOTTERY TICKET TERMINAL

5.13.1 For the purposes of this section:

- a) “relocation” is defined as the permanent physical relocation of the Lottery Ticket Terminal requiring electrical or communication re-wiring to a new location within the same premises.
- b) “temporary relocation” is defined as the temporary relocation of the Lottery Ticket Terminal to allow for physical improvements to the premises (i.e. painting, carpet laying or construction).

5.13.2 Retailers must notify the AGLC of any need to relocate the Lottery Ticket Terminal to ensure proper measures are taken to prevent damage to the terminal or facilities.

5.13.3 All relocations and temporary relocations requiring the Lottery Ticket Terminal to be moved must meet the following requirements:

- a) Move must be performed by an AGLC technician or an authorized agent; and
- b) Retailer must provide the AGLC with a minimum of 10 business days notice.

5.13.4 The relocation of a Lottery Ticket Terminal to a different retail site is not permitted.

5.13.5 Retailers are responsible for the cost associated with the relocation of the Lottery Ticket Terminal(s) and related equipment.

5.13.6 Retailers may contact the AGLC Hotline (see 1.4.2) for information regarding the costs association with the relocation.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by Susan Green

SECTION: 5. OPERATIONS

5.14 SIGNAGE, ADVERTISING AND PRODUCT PROMOTION

- 5.14.1 Advertising and/or promotional materials related to Lottery Tickets are subject to AGLC review and approval prior to placement.
- 5.14.2 Retailers must prominently post items requested by the AGLC such as age restrictions, point of sale and beneficiary information.
- 5.14.3 Any advertising that may be interpreted as inducement to play is not allowed.
- 5.14.4 Failure to post signs as directed by the AGLC may result in penalties up to and including the termination of the Retailer Agreement resulting in the removal of the Lottery Ticket Terminal and related equipment.
- 5.14.5 Retailers should contact the AGLC Hotline (see 1.4.2) for information and clarification regarding advertising and promotional materials.

DATE ISSUED: October 1, 2015

AUTHORITY: Original signed by
Susan Green

SECTION: 6. SAMPLE FORMS

SAMPLE FORMS

- 6.1 Lottery Ticket Centre Retailer Application
- 6.2 Authorization For Prearranged Payment
- 6.3 Certificate of Insurance
- 6.4 Landlord Authorization
- 6.5 Credit Evaluation Information
- 6.6 Lottery Ticket Centre Retailer Agreement
- 6.7 Schedule A – Lottery Ticket Centre Site Plan
- 6.8 Site Requirements Form (New Installations Only)
- 6.9 Amendment to Retailer Master File/Agreement Ticket/Video Lottery
- 6.10 Buyback Notice
- 6.11 Claim Form
- 6.12 Adjustment Form
- 6.13 Ticket Return Form

DATE ISSUED: April 1, 2008

AUTHORITY: Original signed by
Marguerite Trussler

LOTTERY TICKET CENTRE RETAILER APPLICATION

PROFITABILITY **TRIAL** **CHANGE OF OPERATOR** **Date:** _____

NOTICE TO APPLICANTS:
Retailer eligibility and issuing of a Retailer Agreement is subject to all information provided on the Application being truthful and complete. The AGLC will review eligibility requirements if an individual fails to comply with the above; or has been charged with, or convicted of, a criminal offence. This review could lead to the Application being denied.

Complete All Sections (Please Print)

I. RETAIL LOCATION (PREMISE)

Location Name: _____
 Address: _____
 Building/Mall Name (if applicable): _____
 City: _____ Province: _____ Postal Code: _____
 Legal land description if rural location: _____
 Phone #: () _____ Fax #: () _____ E-mail: _____

II. MANAGER(S) / ASSISTANT MANAGER(S) / ON-SITE CONTACT(S)

Name _____ Title _____

III. HOURS OF OPERATION

(24-Hour Clock)	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Close							

IV. REGISTERED COMPANY (LEGAL ENTITY) OPERATING THE LOCATION

Corporate Name: _____
 Mailing Address (if different than retail location): _____
 City: _____ Province: _____ Postal Code: _____
 Phone #: () _____ Fax #: () _____ E-mail: _____

Does the above Registered Company currently have, or has it ever had a Lottery Ticket Centre Retailer Agreement or a Video Lottery Retailer Agreement? Y N - If yes, please provide Retailer name and number: _____

V. DIRECTOR(S) / SHAREHOLDER(S) / SIGNING AUTHORITIES

List Director(s)/Shareholder(s) who have signing authority for the registered company above:

<u>Name</u>	<u>Title</u>	<u>Home Phone #</u>	<u>Cell #</u>
_____	_____	_____	_____
_____	_____	_____	_____

VI. CRIMINAL OFFENCES

To the best of your knowledge, are you currently being investigated for a criminal offence? Y N - If yes, please provide:
 Investigating Agency(s) _____ Details _____

VII. CRIMINAL RECORD CHECK

Have you ever been charged with or convicted of a criminal offence? Y N – Confirm by **attaching a current records check/security clearance** (original) provided by the RCMP or local Police (dated within the last 3 months).

In addition to providing a current records check/security clearance as required above, AGLC policy requires that all applicants for a Lottery Ticket Centre provide their consent to the AGLC to undertake a criminal record check to determine their eligibility to be involved in lottery ticket activities. Please complete the following:

I, _____, authorize the AGLC to undertake a criminal record check to determine my eligibility to be involved in lottery ticket activities.
 Date: _____ Authorized Signature: _____
 Print Name: _____

VIII. CONSENT FOR CREDIT CHECK

The applicant authorizes the Alberta Gaming and Liquor Commission to obtain credit or general information reports about the applicant or any partner, officer or shareholder of the applicant which may assist the Alberta Gaming and Liquor Commission. Misrepresentation or failure to reveal information may be deemed cause for refusal or revocation of an agreement and/or possible criminal prosecution.

Date: _____ Authorized Signature: _____
 Print Name: _____

The information you are providing on this application form is collected under the authority of the *Gaming and Liquor Act*, Gaming and Liquor Regulation, and the *Freedom of Information and Protection of Privacy (FOIP) Act*, section 33(c). This information is strictly for the use of the Alberta Gaming and Liquor Commission in assessing your eligibility. Your personal information is protected by Alberta's FOIP Act and can be reviewed upon request. If you have any questions about the collection or use of the information, please contact:

Alberta Gaming and Liquor Commission
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5
Telephone: 780-447-8600 Toll-free: 1-800-272-8876
Fax: 780-447-8910

Western Canada Lottery Corporation (WCLC)
Retailer Authorization for Pre-Authorized Payment

1. Retailer Information

Retailer's Corporate Name _____	Retailer Doing Business As _____								
Mailing Address _____	City, Province, Postal Code _____								
<table border="1" style="display:inline-table; border-collapse: collapse;"> <tr><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td></tr> </table> Retailer Number					<table border="1" style="display:inline-table; border-collapse: collapse;"> <tr><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td></tr> </table> SYSID				

2. Bank Account Information*

Financial Institution Name (the "Bank") _____	Branch Name _____
Branch Address _____	City, Province, Postal Code _____

**This information can be obtained from your bank branch.*

Bank Number	Transit Number	Account Number																											
<table border="1" style="display:inline-table; border-collapse: collapse;"> <tr><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td></tr> </table>				<table border="1" style="display:inline-table; border-collapse: collapse;"> <tr><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td></tr> </table>						<table border="1" style="display:inline-table; border-collapse: collapse;"> <tr><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td><td style="width:20px; height:20px;"></td></tr> </table>																			

Chequing Account Savings Account

Attach a sample cheque for this account marked "Void".

3. Pre-Authorized Debit (PAD) Agreement

In consideration for WCLC entering into a retailer agreement with the Retailer, the Retailer hereby authorizes WCLC to debit the account identified above for the weekly variable amount, including applicable taxes, owed to WCLC by the Retailer under such retailer agreement. Debits **shall be made weekly** after the effective date set out below. Each debit by the Bank shall be the same as if the Retailer had personally issued a cheque or order in favour of WCLC. Any delivery of this Authorization to the Bank constitutes delivery by the Retailer. This Pre-Authorized Payment is for business activities. The Retailer agrees to give advance written notice to WCLC of any change with respect to the account against which Pre-Authorized Payments are to be drawn.

This agreement and the Authorization shall remain in full effect until revoked or until such time as there is no retailer agreement in force with WCLC or until WCLC no longer employs this arrangement, for whatever reason, for receipt of payments from the Retailer. This agreement applies only to the method of payment between the Retailer and WCLC. This agreement does not affect the retailer agreement or any other contract respecting goods or services between the Retailer and WCLC. The Retailer may revoke its authorization at any time, subject to providing notice of 30 days to WCLC.

You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnipay.ca.

THE RETAILER WAIVES ITS RIGHT TO RECEIVE PRE-NOTIFICATION OF THE AMOUNT OF THE PRE-AUTHORIZED PAYMENTS AND AGREES THAT IT DOES NOT REQUIRE ADVANCE NOTICE OF THE AMOUNT OF PRE-AUTHORIZED PAYMENTS BEFORE THE DEBIT IS PROCESSED.

Dated this _____ day of _____, 20____ Effective date: _____

Retailer: _____ Title of Signatory: _____

Per: _____ Name of Signatory: _____
Authorized Signatory (please print)

Reason: New Install Change of Financial Institution/Account Change of Operator

Routing of copies: White – WCLC Canary – AGLC Pink - Retailer



Choices Albertans can trust.

For Office Use Only

Retailer Number: _____

CERTIFICATE OF INSURANCE

(Only this Certificate will be accepted)

NAME AND ADDRESS OF INSURED:

NAME AND ADDRESS OF PREMISES TO BE INSURED:

NAME AND ADDRESS OF AGENT/BROKER:

SCHEDULE OF COVERAGE	INSURANCE COMPANY	POLICY NUMBER	EFFECTIVE DATE MM/DD/YY	EXPIRY DATE MM/DD/YY
A. General Liability	_____	_____	_____	_____
B. Property Insurance	_____	_____	_____	_____

PARTICULARS OF COVERAGE – COMPLETE EACH CATEGORY AS COVERAGE APPLIES (details on back page)

A. GENERAL LIABILITY - The following coverage features are **mandatory** for Electronic Bingo Retailers, Video Lottery Retailers and **recommended** for Lottery Ticket Retailers.

Please check to confirm coverage:

Employees as Additional Insureds

Personal Injury

Limits of Liability

\$ _____ Inclusive Limits

B. PROPERTY INSURANCE - The following coverage features are **mandatory** for all Retailers.

Limit of insurance exclusive for AGLC Supplied Equipment and Fixtures: \$ _____

Please check to confirm coverage:

All Risk/Broad Form Coverage

Replacement Cost

Alberta Gaming and Liquor Commission is Loss Payable on all Supplied Equipment and Fixtures provided by the AGLC.

The undersigned hereby represents to Alberta Gaming and Liquor Commission that the above policies are accurately described and have been issued to the Named Insured. The undersigned further represents that these policies are endorsed to provide thirty (30) days advance written notice of cancellation or material change restricting coverage to:

Alberta Gaming and Liquor Commission, 50 Corrivert Avenue, St. Albert AB T8N 3T5

This certificate is executed and signed by the insurer, or authorized Agent/Broker:

SIGNATURE OF AUTHORIZED REPRESENTATIVE

PRINTED NAME OF AUTHORIZED REPRESENTATIVE

INSURANCE COMPANY OR AGENT/BROKER

TELEPHONE

DATE

FAX

AGLC as Loss Payable

The insurance policy must identify the Alberta Gaming and Liquor Commission (AGLC) as a Loss Payable with respect to all Supplied Equipment and Fixtures.

REQUIREMENTS FOR ALL

General Liability

- ◆ Commercial General Liability – not less than \$2,000,000 inclusive per against bodily injury and property damage including loss thereof. Such insurance should cover employees as additional insureds and personal injury.

Property Insurance

- ◆ Property Insurance is required for all Video Lottery Terminals (VLTs), Lottery Ticket Terminals, Slots, Event Management Systems (EMS), Electronic Bingo equipment, and signs and fixtures provided by the AGLC. Coverage shall be on an All Risk/Broad Form and Replacement Cost basis, and the AGLC shall be added as a Loss Payable.

NOTE: Terminal insurance does not include any cash in the terminals. The retailer is responsible for all cash in the terminals under their Retailer Agreement.

Thirty (30) days advanced written notice of cancellation or material change restricting coverage to your insurance policy must be given to AGLC.

VIDEO LOTTERY REQUIREMENTS

Breakdown of Property:

- ◆ \$25,000 per VLT
- ◆ \$2,500 I-LINK™
- ◆ AGLC Communication Hardware
 - \$1,200 (1 – 6 VLTs)
 - \$2,400 (7 – 10 VLTs)
 - \$3,600 (15 – 18 VLTs)
 - \$4,800 (19 – 24 VLTs)
 - \$6,000 (25 VLTs)
- ◆ \$2,000 Telus Communication Equipment
- ◆ \$800 Cabling

ELECTRONIC BINGO REQUIREMENTS

- ◆ \$3,010 per SQL Server (server, monitor, keyboard and UPS)
- ◆ \$965 per Manager/Advisor station (CPU workstation, monitor and UPS)
- ◆ \$1,255 per Client (POS or Caller) Station (CPU workstation, touchscreen monitor and UPS)
- ◆ \$500 per Preh keyboard
- ◆ \$500 per thermal printer
- ◆ \$1,048 per laser printer
- ◆ \$1,200 for the LAN wiring
- ◆ \$360 per Wireless Access Point (WAP)
- ◆ \$2,500 per data switch
- ◆ \$2,500 for the LAN controller (includes Telus modem)
- ◆ \$2,400 per Hand Held Bingo Unit (HHBU) storage crate
- ◆ \$1,600 per HHBU (replacement cost)

LOTTERY TICKET REQUIREMENTS

- ◆ \$10,000 for ticket terminal and related equipment

KENO REQUIREMENTS

- ◆ \$10,000 for ticket terminal and related equipment
 - ◆ \$900 per TV
 - ◆ \$395 for TVCU (controller)
- (Note: If a ticket terminal already exists, \$395 plus \$900 per TV additional insurance is required for KENO)

Use of Information

The information you provide on this form is collected under the authority of the Gaming and Liquor Act, Gaming and Liquor Regulation, and the Freedom of Information and Protection of Privacy (FOIP) Act, section 33(c). The information is strictly for the use of the Alberta Gaming and Liquor Commission in assessing eligibility. Your personal information is protected by Alberta's FOIP Act and can be reviewed upon request. If you have any questions about the collection or use of the information, please contact:

Alberta Gaming and Liquor Commission
 50 Corriveau Avenue
 St. Albert, AB T8N 3T5
 Telephone: 780-447-8600 Toll-free: 1-800-272-8876
 Fax: 780-447-8910



For Office Use Only
Retailer Number: _____

LANDLORD AUTHORIZATION

The following Landlord Authorization form is for:

Location Name: _____

Location Address: _____

Legal Description:

I. Urban: Lot _____ Block _____ Plan _____ Sub. Div. _____

II. Rural: 1/4 Section _____ Township _____ Range _____ W _____ M _____

County/District: _____

**THIS SECTION TO BE COMPLETED BY THE LANDLORD OF THE BUILDING
FOR ALL NEW INSTALLATIONS AND/OR EXISTING FACILITIES OF A
LOTTERY TICKET TERMINAL**

Registered Owner of Property: _____

Landlord's Corporate Name: _____

Mailing Address: _____

Postal Code: _____ Telephone: _____

Signature of Landlord: _____

Print Name of Landlord: _____ Date: _____

By signing the above I hereby grant permission to the Alberta Gaming and Liquor Commission and its Agents to install, maintain, and/or remove:

- i. Alberta Gaming and Liquor Commission/Western Canada Lottery Corporation signs and fixtures;
- ii. A Lottery Ticket Terminal and related equipment; and
- iii. A Ticket Checker.

Further, I hereby grant permission for a Tenant (if required) to:

- i. Install a 15 amp/115 volt double duplex dedicated electrical outlet within five (5) feet of the ticket terminal and modem location;
- ii. Install a 15 amp/115 volt electrical outlet within 10 feet of the ticket checker location; and
- iii. Install a 15 amp/115 volt electrical outlet within five (5) feet of where an internal fascia sign may be installed.

SEE REVERSE

LANDLORD AUTHORIZATION DEFINITIONS

LOCATION NAME

Location name is the **retail** or **trade name** found on the Retailer's "location" sign(s) and not the corporate/company name (i.e. Ltd. or Inc.).

LOCATION ADDRESS

Location address is the **street/road** and **city/town/village** in urban areas or a **highway/road** in rural areas and not the mailing address (i.e. P.O. BOX). Indicate the **Hwy #** in the civic address to ensure Alberta Transportation approval.

LEGAL DESCRIPTION

Legal descriptions can be obtained from the landlord's property tax notice or the municipal office. **Rural** legal descriptions require the **County/District** to be completed to identify the municipality for sign by-laws and permit applications.

REGISTERED OWNER OF PROPERTY

The company or person that is **registered** at the **municipal office** as the owner of the building. Note: Pylons and some exterior poles require a separate Landlord Authorization if they are not the property of the registered owner (i.e. Esso, Husky, etc.).

LANDLORD'S CORPORATE NAME, MAILING ADDRESS & PHONE

Landlord's corporate name is the company that owns or manages the building. Indicate **C/O** if the management company is applicable. Mailing address and phone number is required for sign permit applications.

AUTHORIZED SIGNATURE OF LANDLORD

Authorized signature is the registered owner of the building or a person **authorized** to sign **legal documents** on behalf of the registered owner.

PRINT NAME OF SIGNATURE

The person who has signed the landlord authorization.

DATE

Date is when the signatory signed the landlord authorization.

FOR OFFICE USE ONLY
Video Ticket
ID Number

CREDIT EVALUATION INFORMATION

Forward to the attention of: Retail Networks Fax # 780-447-8910

To be completed when applying for Credit Evaluation. An evaluation will only be done if able to provide two years of comparative financial statements of the company (applicant) you are applying under.

Information provided must be on the company account that has been utilized for more than 12 months.

APPLICANT INFORMATION AND APPROVAL TO RELEASE INFORMATION

Corporate Name: _____

Operating As: _____

Applicant Name: _____

Address: _____

Applicant Authorized Signature

Telephone: _____ Fax: _____

Date

FINANCIAL INSTITUTE INFORMATION (to be completed by a financial institution utilized for more than 12 months)

Bank Name: _____

Address: _____

Telephone: _____ Fax: _____

Branch Contact

Institution Representative Signature

DEPOSITS AND OVERDRAFTS

Account Number	Outstanding Amount	Balance	Date Account Opened (min. 12 months) Number of NSF's in Past 12 Months
_____	_____	_____	_____
_____	_____	_____	_____

BANK LOANS

Original Loan Amount	Outstanding Amount	Status (current, arrears)	Collateral
_____	_____	_____	_____
_____	_____	_____	_____

Declaration

The Alberta Gaming and Liquor Commission will use the above provided information at its own risk. We hereby release the above Financial Institution from any loss or injury that may arise from the use of this information.

Please be aware that your bank may levy a service charge for providing the Alberta Gaming and Liquor Commission with this information, and that you are responsible for these charges.

Please fax completed form to: 780-447-8910

The information you are providing on this application form is collected under the authority of the *Gaming and Liquor Act*, Gaming and Liquor Regulation, and the *Freedom of Information and Protection of Privacy (FOIP) Act*, section 33(c). The information is strictly for the use of the Alberta Gaming and Liquor Commission in assessing your eligibility. Your personal information is protected by Alberta's FOIP Act and can be reviewed upon request. If you have any questions about the collection or use of the information, please contact:

Alberta Gaming and Liquor Commission
50 Corriveau Avenue
St. Albert, AB T8N 3T5

Telephone: 780-447-8600
Toll-Free: 1-800-272-8876

LOTTERY TICKET CENTRE RETAILER AGREEMENT

PARTIES TO THE AGREEMENT:

WESTERN CANADA LOTTERY CORPORATION, ("WCLC");

AGLC - ALBERTA GAMING AND LIQUOR COMMISSION (the "PO"); and

_____ (the "Retailer")

Preamble:

- WCLC conducts and manages lottery schemes in Alberta, Saskatchewan, Manitoba, Northwest Territories, Yukon and Nunavut and operates lottery schemes in these same provinces and territories in conjunction with the PO and Interprovincial Lottery Corporation("ILC");
- WCLC and the PO have agreed to permit the Retailer to retail Lottery Products and for that purpose to give the Retailer access to the Supplied Equipment, together with certain specified fixtures, signs, merchandise and advertising material relating to lottery products and responsible gaming programs, for installation within or about or for retail distribution from one or more of the Retailer's business premises described in the Retailer Information Schedule A;

NOW THEREFORE the parties agree as follows:

1. **Distribution:** WCLC and the PO authorize the Retailer to retail Lottery Products in accordance with, and on condition that the Retailer complies with, all of the terms and conditions of this Agreement applicable from time to time. This authorization applies to those locations described in the Retailer Information Schedule A.
2. **Schedules:** The following schedules to this Agreement, as they may be amended from time to time in accordance with this Agreement, form part of and are incorporated as integral parts of the Agreement and any obligations or rights set out in such schedules form part of the Agreement as if they were fully set out in the main body of this Agreement:

Label	Schedule:	Version of Schedule Applicable at Signing*
A	Retailer Information	A0001
B	Retailer Obligations	B0001
C	General Terms	C0001
D	Termination & Liability	D0001

*Note: Copies of the current applicable version of each of these schedules can be obtained by contacting WCLC or the PO.

3. **Retailer Obligations:** The Retailer agrees, with each of WCLC and the PO, to perform the promises and covenants set out in the Retailer Obligations Schedule B.
4. **WCLC Obligations:** WCLC agrees that it shall:
 - (a) at its expense, provide the Retailer with access to the Supplied Equipment within a reasonable period of time following the signature of this Agreement by all parties and pay for the initial installation of standard communication facilities required to permit the Supplied Equipment to communicate with the central computer system of WCLC;
 - (b) pay to the Retailer such amounts as may be established from time to time by WCLC and the PO for the sale and redemption of Lottery Products; and
 - (c) provide, and install at its own expense, point of sale material relating to lottery products and responsible gaming programs, fixtures and signage as WCLC may from time to time determine to be appropriate in the circumstances.
5. **PO Obligations:** The PO agrees:
 - (a) that it shall deliver to the premises of the Retailer such Lottery Products, merchandise and supplies and future point of sale material as WCLC and PO may from time to time determine to be appropriate in the circumstances; and
 - (b) to provide, at its own expense, point of sale material relating to local affinity advertising as the PO may from time to time determine to be appropriate in the circumstances.
6. **Ownership of Supplied Equipment:** The Retailer agrees that the Supplied Equipment is the sole property of WCLC or of the PO, as the case may be, and may be removed by WCLC or the PO at any time. The Retailer is a bailee only of the Supplied Equipment and has no property interest in it.
7. **Amendment of Agreement by WCLC:** The parties agree that WCLC has the right, in its discretion and at any time, to unilaterally amend, revise or supplement the terms of the Agreement (including but not limited to replacement of any Schedule to this Agreement) provided that:
 - (a) no such amendment, revision or supplementation shall take effect under the Agreement as against the Retailer until the later of:
 - (i) seven (7) days after notice of such amendment, revision or supplementation has been given to the Retailer; or
 - (ii) the date specified in such notice on which the amendment shall take effect;
 - (b) such amendment, revision or supplementation shall not take effect under the Agreement as against the PO until the PO consents to it (and notice of such consent may but need not be given to the Retailer);
 - (c) for greater certainty, if the Retailer has not served notice of termination of the Agreement, any use by the Retailer of the Supplied Equipment at any time after the latter date determined under Section 7(a) shall conclusively be deemed to be agreement to and acceptance of the said amendment, revision or supplementation by the Retailer.

IN WITNESS OF THIS AGREEMENT the parties have executed it as of _____
Insert date

WESTERN CANADA LOTTERY CORPORATION

AGLC - Alberta Gaming and Liquor Commission

Per: _____

Per: _____

Print Name: _____

Print Name: _____

Witness (if individual)

Per: _____

Print Name: _____

insert name of RETAILER

Head Office Address of Retailer

SAMPLE

**Lottery Ticket Centre Retailer Agreement
 Retailer Information Schedule "A" (Version Number: A0001)
 Effective Date of Schedule: Dec 16, 2011**

This schedule sets out the particulars of the location(s) for and is incorporated by reference into the Lottery Ticket Centre Retailer Agreement with: . This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

RETAILER INFORMATION:

Address for Service of Retailer under Agreement:

Phone Number: _____
 Facsimile _____
 Number: _____
 Email: _____
 Primary Contact: _____
 Signatory: _____

Note: Contact Information for the retailer or a location may be changed by giving notice of the change to WCLC and the PO under Sections C3 and C4.

Retailer Number:		Civic Address:	
Location Name:			

SAMPLE

Lottery Ticket Centre Retailer Agreement
Retailer Obligations Schedule "B" (Version Number: B0001)
Effective Date of Schedule: Oct 11, 2011

This schedule sets out particular Retailer obligations for the Lottery Ticket Centre Retailer Agreements to which it applies and is incorporated by reference into each such agreement. This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

The Retailer promises and agrees:

- B1. **Comply with Directives, etc:** To be knowledgeable of and to provide its services relating to all Lottery Products in accordance with and to comply with, and to cause its employees to be aware of and comply with:
- (a) the rules and regulations of WCLC and of ILC;
 - (b) all other rules, regulations, codes of conduct, operating manuals, policies and procedures; and
 - (c) all other instructions and directives;
- as may be Prescribed relating to the retailing of Lottery Products or other matters relating to this Agreement.
- B2. **Maintain Manual:** To maintain at each Location and make available to its employees, a copy of the appropriately Prescribed lottery ticket centre handbook, manual or operators guide and any other Prescribed handbooks or manuals.
- B3. **Trained employees:** To have one, or more if required by the PO, of its employees, who are acceptable to the PO, who will be directly responsible for carrying out the functions of the Retailer under this Agreement to attend such training sessions as the PO shall from time to time require in order to ensure that the Retailer's employees are properly trained and certified in the operation of the Supplied Equipment and the rules, regulations, codes of conduct, operating manuals, policies and procedures, instructions and directives referred to in B1 and for the performance of such other services as the Retailer is required to perform.
- B4. **Operation of Supplied Equipment:** To only permit employees that are registered with WCLC to operate Supplied Equipment.
- B5. **Location of Supplied Equipment:** To locate the Supplied Equipment on the Retailer's premises only at the site and location previously approved by the PO. The Supplied Equipment must not be moved without the approval of the PO.
- B6. **Physical Responsibility:** To be responsible for the physical security of, and to exercise all reasonable care in the operation and care of, the Supplied Equipment and to immediately notify WCLC of any malfunction or damage to the Supplied Equipment.
- B7. **Repairs and Insurance:** To reimburse WCLC and the PO for the cost of repairing any Supplied Equipment destroyed, lost or stolen while on the premises or in the care of the Retailer and also for the cost of any repairs to the Supplied Equipment which are not repairs necessitated by: (i) normal wear and tear; (ii) a defect in the manufacturing or (iii) defective maintenance service provided by WCLC or the PO. The Retailer shall maintain adequate insurance as determined by the PO to cover the cost of his obligations under this clause and shall, if requested, provide the PO with proof of such insurance.
- B8. **Availability:** To have the Supplied Equipment and certified trained staff available during all hours and days that the Retailer's premises are open for business for the sale of all WCLC and PO approved Lottery Products and for the redemption of all Lottery Products and to provide such services for the sale of Lottery Products and lottery merchandise as may from time to time be directed by the PO.
- B9. **Advertising and Notices:** To post and display prominently at such location within or about the Retailer's premises as may be Prescribed such point of sale, redemption and other promotional material and, to use no advertising or promotional material relating to lotteries except that which is provided or approved by WCLC or the PO.
- B10. **Promotions, etc.:** Not to, without the prior consent of WCLC or the PO, offer, provide or use any Lottery Products in any promotion, endorsement, offer, give away, contest or other promotional manner which is not authorized by WCLC or the PO.
- B11. **Signage:** To fully utilize the signs and fixtures forming part of the Supplied Equipment and to maintain on the Retailer's premises an adequate supply of all materials as Prescribed.
- B12. **Fees:** To pay to WCLC such fees as may be Prescribed.
- B13. **Purchase of Tickets:** That all Off-line lottery tickets received by the Retailer shall be deemed to have been purchased by the Retailer as of the date of receipt at the price, less applicable commission and discounts, established by WCLC from time to time; and the Retailer shall make payment to the PO in such manner as may be Prescribed.
- B14. **Offer Lottery Products:** As directed by the PO from time to time, to provide the complete range of Lottery Products, all methods of playing the Lottery Products, lottery merchandise and such lottery information as is made available by the PO to the Retailer.
- B15. **Promote Sales:** To sell and to promote the sale of all Lottery Products provided to the Retailer by the PO.
- B16. **Price:** Not to sell tickets at any price greater or any price lower than the price stated on the ticket.
- B17. **Locations:** To only sell Lottery Products at the locations designated in Schedule A.
- B18. **Exclusiveness:** Not to promote in any way any other lottery games or engage in any activity in competition with the lottery games offered by WCLC or ILC, without the prior written consent of the PO.
- B19. **Compliance with Laws:** To comply with all laws applicable to the jurisdiction in which each Retailer business location described in Schedule A is located, not to enter into any lottery ticket sales transactions that are illegal in such jurisdiction and not to sell tickets beyond the boundaries of such jurisdiction or which the Retailer knows are intended for resale beyond such jurisdiction.
- B20. **Maintenance:** To replace, as required, ticket roll stock in the printer forming part of the Supplied Equipment but to perform no other mechanical or electrical maintenance on Supplied Equipment.
- B21. **Utilities:** To pay for all electrical utility charges in connection with the operation of the Supplied Equipment.
- B22. **Redemption Services:** To provide full service with respect to redemption and encashment of prizes as directed by the PO (regardless of whether the Retailer sold the Lottery Products being redeemed) and to redeem as Prescribed all such valid winning tickets, valid cash vouchers or valid "Instant" stubs having a redemption value of no more than the amounts Prescribed.
- B23. **Records:** To maintain current and accurate records of all present and past operations related to the distribution of Lottery Products as Prescribed. All such records shall be produced by the Retailer on request and all records relating to Lottery Products whether or not Prescribed may be copied and/or removed from the Retailer's possession by WCLC or the PO for inspection and/or audit.
- B24. **Winning Numbers:** To prominently post winning numbers as soon as they are available after a draw at which winning ticket numbers are drawn.
- B25. **Account:** To account to the PO in the manner Prescribed and to be responsible for:
- (i) all revenues derived or deemed derived from the sale of On-line lottery tickets;
 - (ii) all winning tickets and cash vouchers that the Retailer has cashed; and
 - (iii) all unsold On-line lottery tickets that have been voided or cancelled in the manner prescribed by the PO.
- All On-line lottery tickets printed by the Supplied Equipment and not voided or cancelled in the manner prescribed by the PO shall be deemed sold and the Retailer shall be deemed to have received payment therefore.
- B26. **Proceeds:** To deal with proceeds of Lottery Products as Prescribed. The Retailer acknowledges that all monies received from the sale of all Lottery Products are the property of WCLC and that the Retailer receives, holds and deals with the same as bare trustee for WCLC.

- B27. **Buybacks:** That the PO may, from time to time, but is not obligated to, offer to the Retailer, the privilege to sell back unsold Off-line tickets for specified Lottery Products. All such unsold tickets must be delivered by the Retailer to the PO in such quantity, and in such condition as may be prescribed by the PO on or before the buy-back date established by the PO in order for the Retailer to receive any credit. This privilege may be withdrawn by the PO at any time.
- B28. **Risk of Loss:** That the Retailer shall bear the risk of loss and be responsible for the full face value of any lost, stolen, missing and loose Lottery Products not returned in the manner Prescribed.
- B29. **Security:** If required by the PO, to provide a letter of credit (LOC) from a financial institution, guarantee(s) or such other arrangements on such terms and in such amount as may be required by the PO, to cover the obligations of the Retailer hereunder to the PO, WCLC, and to ILC, or any of them. The PO may waive the requirement to provide a LOC upon completion of a successful credit evaluation as required by the PO. The PO may review and withdraw such waiver at any time.
- B30. **Safety:** To be responsible for and to ensure the personal safety of all WCLC and PO representatives while they are located on the Retailer's business premises.
- B31. **Indemnity:** To indemnify and hold WCLC, the PO and ILC harmless from any and all liabilities, claims, actions and judgments of any kind or nature arising from or relating to the Retailer's acts or omissions in the operation of the Retailer business locations described in Schedule A and the sale of Lottery Products or as a result of a breach by the Retailer of any provisions of this Agreement.
- B32. **Status:** That the Retailer is not an employee, agent, representative, joint venturer, or partner of WCLC, of the PO, or of ILC and shall not represent or hold himself out to be other than an independent contractor pursuant to this Agreement.
- B33. **Consents:** As required/requested by WCLC or the PO from time to time, to provide and to cause its principals and employees to provide to, WCLC or the PO a criminal records search from the Royal Canadian Mounted Police or such other police force as may be required by WCLC or the PO regarding the Retailer, its principals or employees as the case may be, and to provide, and to cause its principals and employees to provide to WCLC and the PO with such documentation and other information as may reasonably be required for such searches to be obtained.
- B34. **Minors:** Retailers shall ensure that minors are not sold, allowed to play or to receive payment of prize monies for Lottery Products under any circumstance. Retailers must ensure staff demand proof of age when a person who appears to be a minor attempts to purchase, play or receive prize payment for Lottery Products.
- B35. **Employee Performance:** The Retailer shall manage and supervise its operations so as to be alert as to the manner in which its employees are carrying out the functions of the Retailer under this Agreement and to act immediately to address any performance deficiencies.
- B36. **Suspicious Activity:** The Retailer shall manage and supervise its operations to be alert as to any activity by an employee which appears to have a wrongful intent. The Retailer shall immediately on becoming alert as to such conduct notify WCLC and the PO and such other authorities as appear warranted.

Lottery Ticket Centre Retailer Agreement
General Terms Schedule "C" (Version Number: C0001)
Effective Date of Schedule: Oct 11, 2011

This schedule sets out general terms for the Lottery Ticket Centre Retailer Agreements to which it applies and, until this schedule is superseded, amended or deleted, is incorporated by reference into each such agreement. This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

- C1. **Definitions Incorporated:** If any terms used in this Agreement are defined under the rules and regulations of the WCLC or of ILC (for whom WCLC is a Regional Marketing Organization), then such terms shall have the same meaning in this Agreement. In addition the following capitalized terms have the following defined meanings in this Agreement:
- "Agreement"** means this Lottery Ticket Centre Retailer Agreement as amended from time to time;
 - "ILC"** means the Interprovincial Lottery Corporation;
 - "Last Known Address"** means in the case of posting, the last postal address, in case of facsimile transmission, the facsimile number provided by the Retailer to WCLC and the PO, or in case of delivery by email the email address provided by the Retailer to WCLC and the PO in Schedule A or by subsequent notice under Sections C3 and C4;
 - "Location"** means a location for operation of Supplied Equipment described in Schedule A;
 - "Lottery Products"** means Off-line lottery tickets and On-line lottery tickets;
 - "Off-line lottery tickets"** means all non terminal-generated lottery tickets for lottery games which are conducted and managed by WCLC or ILC or otherwise approved by the PO;
 - "On-line lottery tickets"** means all terminal-generated lottery tickets for lottery games which are conducted and managed by WCLC or ILC or otherwise approved by the PO;
 - "Prescribed"** means as adopted **in writing** from time to time by WCLC or the PO;
 - "Supplied Equipment"** means the ticket terminal, customer display unit, equipment and signs and fixtures which may be provided by WCLC and the PO to operate and sell Lottery Products.
- C2. **Service of Notice on Retailer:** Any notice to be given by WCLC or by the PO to the Retailer may be given to the Retailer at the Last Known Address for the Retailer, by: (i) posting the same by prepaid registered mail; (ii) by transmitting the notice by facsimile transmission; or (iii) by delivering the notice by email; or by personal delivery to the Retailer or if the Retailer is a corporation upon a director or officer of the Retailer.
- C3. **Service of Notice on WCLC:** Any notice to be given to WCLC in relation to this Agreement may be given by: posting the same by prepaid registered mail and addressed to WCLC, by transmitting the notice by facsimile transmission, or by personal delivery upon a director or officer of WCLC. Notices for WCLC shall be sent to the following address or facsimile number:
- Address:**
Western Canada Lottery Corporation
10th floor, 125 Garry Street
Winnipeg, Manitoba
R3C 4J1
 - Fax:** 204-946-1921
- C4. **Service of Notice on the PO:** Any notice to be given to the PO in relation to this Agreement may be given by: posting the same by prepaid registered mail and addressed to the PO, by transmitting the notice by facsimile transmission, or by personal delivery upon a director or officer of the PO. Notices for the PO shall be sent to the following address or facsimile number:
- Address:**
 - Fax:**
- C5. **Interruption of Service:** Except during periods of a postal strike or of a general interruption of postal services any notice given by registered mail hereunder shall be deemed to have been received on the second business day following posting of the same. In the case of service by facsimile transmission a notice shall be deemed to have been received on the next business day following the day of sending. In the case of service by email a notice shall be deemed to have been received on the next business day following the day of sending.
- C6. **Severance:** If any covenant or term hereof or the application thereof to any person, or in any circumstances, to any extent is held invalid or unenforceable, the remainder of this Agreement or the application of the term, covenant or condition to any person or circumstances, other than those as to which it is held invalid or unenforceable, will not be affected thereby and each term, covenant and condition hereof will be valid and enforceable to the fullest extent permitted by law.
- C7. **Entire Agreement:** This Agreement supersedes all prior agreements, licenses, permits and understandings, oral or written, among the parties hereto or their respective representatives with respect to the matters herein. Except as provided for in Section 7 of the Agreement, this Agreement shall not be otherwise amended or modified except by written agreement of all of the parties to be bound thereby.
- C8. **Law:** This Agreement shall be construed and enforced in accordance with, and the rights of the parties shall be governed by the laws of the jurisdiction in which the PO is located. Each of the parties irrevocably attorn and submit to the exclusive jurisdiction of the courts of the jurisdiction in which the PO is located and all courts of appeal there from in respect of any action or proceeding arising out of or related to this Agreement, provided that nothing in this section shall affect the right of a party to serve legal process in any other manner permitted by law, or affect its right to enforce any action, proceeding or judgment against the other party or its property in the courts of other jurisdictions.
- C9. **Gender/Number:** The masculine gender where used herein shall include the feminine or neuter or vice versa and the singular shall include the plural where the context so requires.
- C10. **Remuneration:** Except as Prescribed, the Retailer shall be entitled to no other remuneration with respect to services supplied pursuant to this Agreement.
- C11. **Assignment:** No transfer or assignment of this Agreement by the Retailer is valid without the prior written consent of WCLC and the PO, which consent may be withheld on any ground, whether reasonable or not. Any assignment or attempted assignment of this Agreement or any interest in this Agreement by the Retailer without the prior written consent of WCLC and the PO is null and void.
- C12. **Intellectual Property:** The Retailer agrees that WCLC, the PO, and their respective licensors, if any, own all intellectual property rights including all patents, trademarks, copyrights and industrial designs in all of the Lottery Products and Supplied Equipment. The Retailer may use those of the intellectual property rights made available to it by WCLC or the PO during the term of this Agreement solely for the purpose of the sale of the Lottery Products and the use of the Supplied Equipment, as specifically authorized by WCLC and the PO from time to time.
- C13. **Waiver:** No waiver by WCLC or the PO of the covenants, agreements or obligations of the Retailer shall be deemed to be a waiver of any subsequent breach of such, or of any other, covenant, agreement or obligation under this Agreement, nor shall any single or partial exercise of any right, power, or privilege hereunder preclude any other right, power or privilege.

**Lottery Ticket Centre Retailer Agreement
Termination & Liability Schedule "D" (Version Number: D0001)
Effective Date of Schedule: Oct 11, 2011**

This schedule sets out the provisions limiting or applicable to liability under the Agreement and applicable to termination of the Lottery Ticket Centre Retailer Agreements to which it applies and until this schedule is superseded, amended or deleted is incorporated by reference into each such agreement. This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

- D1. **Duration Of Agreement:** The Agreement shall only take effect as of the date the parties have executed the Agreement and shall be effective from that date hereof until terminated in accordance with these provisions.
- D2. **Termination By Retailer:** The Retailer may terminate the Agreement on three (3) days notice in writing to the PO.
- D3. **Termination By WCLC or the PO For Cause:** WCLC or the PO may terminate this Agreement without notice upon the happening of any of the following events, namely:
- if the Retailer fails to pay any sums payable hereunder in the manner and at the time provided for or if the Retailer is otherwise in breach of any term or condition contained in this Agreement;
 - if the Retailer, or any employee of the Retailer, is in breach of any of the policies, procedures, codes of conduct, operating manuals, instructions, directives, rules, or regulations of WCLC, the PO or of ILC;
 - if the Retailer, or any employee of the Retailer, is in breach of any laws or regulations made by any governmental authority having jurisdiction which in any way relate to lotteries or the operation thereof;
 - if the Retailer sells, reorganizes, fails to remain actively involved in, or changes the nature of the business conducted by the Retailer or a significant portion thereof or interest therein;
 - if the Retailer is a body corporate, other than a corporation the shares of which are publicly traded, if the principals of the corporation at the time of the signature of this agreement by the Retailer fail to remain actively involved in the business conducted by the Retailer;
 - if the Retailer is a body corporate, other than a corporation the shares of which are publicly traded, if voting control of the Retailer changes;
 - if the Retailer or any employee of the Retailer has been charged with or convicted of a crime involving fraud, theft, misrepresentation, moral turpitude or any gambling-related offence;
 - in the event of the bankruptcy or insolvency of the Retailer or if a Receiver or a liquidator is appointed over some or all of the assets of the Retailer or in the event any of the assets of the Retailer are seized or distrained;
 - in the event the Retailer is no longer entitled to occupy the premises at the Location; or
 - as contemplated in the Prescribed progressive discipline policies.
- D4. **Termination By WCLC or the PO without cause:** WCLC or the PO may, without cause or reason, terminate this Agreement on three (3) days notice to the Retailer.
- D5. **Remedies:** WCLC or the PO may impose such remedies against the Retailer from time to time as are permitted under any Prescribed progressive discipline policies.
- D6. **Suspension:** WCLC or the PO may, without terminating this Agreement, immediately suspend the Retailer's ability to operate the Supplied Equipment and sell, encash or redeem Lottery Products where there has been a breach of this Agreement by the Retailer, or where WCLC or the PO anticipates there will be a breach of this Agreement by the Retailer or for any reasonable reason. During the period of a suspension WCLC or the PO may require that the Retailer return all Off-line lottery tickets to the WCLC or the PO as directed and following the completion of the suspension period may, at its option, either return the Off-line lottery tickets to the Retailer or retain the said tickets and issue the applicable credit to the Retailer for the said tickets, if any.
- D7. **Termination By Location:** If this Agreement applies to more than one Location, the agreement may be terminated in respect of one or more Locations without being terminated with respect to remaining Locations, provided if a notice of termination is not restricted to particular Locations it will be deemed to apply to all Locations.
- D8. **Obligations Of Retailer on Termination:** Notwithstanding any other provision of the Agreement upon termination of this Agreement for any reason, the Retailer shall be obligated to account to WCLC and the PO and to pay to WCLC or the PO any monies owing and to deliver to the PO all Supplied Equipment, as the case may be. Any obligations of the Retailer accrued prior to the effective date of termination shall continue to apply and be enforceable against the Retailer. The provisions of this section shall survive the termination of this Agreement and shall remain enforceable until the Retailer has fully complied.
- D9. **Remedies Cumulative:** The rights and remedies of WCLC and the PO under this Agreement are both cumulative and in addition to, and not in substitution for, any rights or remedies provided by law. Any single or partial exercise by WCLC or the PO of any right or remedy for default or breach of any term, covenant or condition of this Agreement does not waive, alter, affect or prejudice any other right or remedy to which such party may be lawfully entitled for the same default or breach.
- D10. **Limitation of Liability of WCLC and the PO:** The Retailer acknowledges that neither WCLC nor the PO shall be liable to the Retailer or any of its employees or customers for any loss or injury (whether or not such loss or injury is as a result of the negligence, fundamental breach of contract or deliberate act of WCLC, or of the PO or their respective employees, servants or agents) resulting from:
- fire, or other occurrence resulting from the installation, use, or removal of the Supplied Equipment, signs and fixtures or any transmission lines or other facilities installed for the operation of the Supplied Equipment, signs and fixtures;
 - failure or malfunction of the Supplied Equipment, signs and fixtures or any transmission lines or other facilities installed for the operation of the Supplied Equipment, signs and fixtures;
 - reasonable defacement of premises necessarily associated with the installation, repairs or removal of the Supplied Equipment, signs and fixtures or any transmission lines or other facilities installed for the operation of the Supplied Equipment, signs and fixtures;
 - interruptions or cessations of the availability of Supplied Equipment, signs and fixtures or of any Lottery Products.
- D11. **Damage Limitations:** Notwithstanding anything else in the Agreement, the liability of WCLC, ILC and the PO collectively to the Retailer for any claim, whether based in tort, contract, fundamental breach of contract, statutory breach or otherwise, for any cause whatsoever related to or arising from this Agreement or the sale of Lottery Products shall be limited to the sum of \$500.00 in aggregate. In no event (including but not limited to fundamental breach of contract, breach of a fundamental term of a contract, breach of covenant, breach of warranty or breach of representation and the negligence or gross negligence of WCLC, ILC, the PO or any of their respective employees or agents) shall WCLC, ILC or the PO be liable for indirect or consequential damage or for damages for loss of use or for loss of earnings or profit, for any covenants, warranties, representations or other matters under or relating to this Agreement, and whether at the suit of the party or parties contracting directly with WCLC, ILC or the PO or at the suit of any third party, and whether in contract, tort or otherwise, even if WCLC, ILC or the PO knew, should have known or may have been advised of the possibility of such damages.

LOTTERY TICKET CENTRE SITE PLAN

Lottery Ticket Centre Retailer Agreement - Schedule A

Location Name _____	Retailer # _____
Location Address _____	SYSID # _____
_____	Territory _____
On-Site Contact _____	Phone # _____

New Installation
 New Operator
 Revision
 Relocation
 Date Required _____
 Profitability
 Trial

- | | | |
|-------------------------|------------------------------------|--|
| 1. Entrance(s) to Store | 6. CDU | 11. _____ Table |
| 2. Cash Register(s) | 7. Pole Type _____ | 12. Keno Monitor |
| 3. Shelving/Displays | 8. Pole Length _____ | 13. Television Controller Unit |
| 4. Ticket Terminal | 9. Illuminated 25" LTC Facia Sign | 14. Ticket Checker Table/Counter/ Wall |
| 5. Power | 10. Illuminated 18" LTC Facia Sign | 15. Other _____ |

FRONT VIEW

TOP VIEW

Date

For Office Use Only

Retailer Number:

ELECTRICAL REQUIREMENTS – TICKET LOTTERY

The following Electrical form is for:

Location Name: _____

Location Address: _____

Prior to the installation of a Lottery Terminal and related equipment, the following electrical requirements must be installed and/or available. The installation of the electrical requirements are incurred at the expense of the owner/tenant.

- 15 amp/115 volt double duplex **dedicated electrical outlet****, installed within five (5) feet of the Ticket Terminal and modem location.
- 15 amp/115 volt electrical outlet installed within ten (10) feet of the Ticket Checker location.
- 15 amp/115 volt electrical outlet installed within five (5) feet of where an Internal Facia sign may be installed.

The installation of the electrical requirements are at the expense of the owner/tenant.

****The dedicated electrical outlet is to only be utilized by the AGLC equipment.**

A pre-site inspection may be conducted prior to the installation. If it is determined that the above requirements have not been met, your install may be postponed.

By signing this form, I hereby state the above electrical requirements already exist, or have been installed.

Signature: _____
(signature of applicant)

Print: _____
(print name of applicant)

Figure 1 - Double Duplex [4-plex] electrical outlet





AMENDMENT TO RETAILER MASTER FILE/AGREEMENT TICKET / VIDEO LOTTERY

Location Name _____ Retailer # _____
 Location Address _____ SYS ID # _____
 _____ Territory _____
 Location Phone # _____ Location Fax # _____ Corporate # _____

INFORMATION CHANGES

Data Code	From	To	Effective Date

DATA CODES

Location Name*	01	Corporate Name**	07	Banking Entity	12
Location Address	02	Corporate Address	08	Agent Change	13
Postal Code	03	Telephone Number	09	Corporate File Change	14
Telephone Number	04	Fax Number	10	Other Changes (indicate type)	15
Fax Number	05	Signatory*	11		
Location Contact	06				

*Changes to these codes require an Authorized Signature. **Change to Corporate Name requires a new Retailer Agreement.

CHANGES IN HOURS OF OPERATION

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open							
Close							

Requested by _____ Date _____

Authorized Signature _____ Date _____

For Office Use Only	
Keyed by _____	Sent to Hotline by _____
Date _____	Date _____

WHITE - AGLC CANARY - WCLC PINK - RETAILER

NOTICE OF CHANGE

Issued books of the tickets illustrated below will be **CHARGED TO YOU** on the invoice of **July 24th, 2013 and July 31st, 2013**. If you have any of these tickets (books and/or singles) in your inventory, return them immediately. Please use the return security envelope provided and allow 6 weeks for processing.

***PLEASE NOTE: Failure to provide appropriate retailer information on tracking form will result in a longer processing time.**

OVERLOADING BAG MAY CAUSE IT TO BREAK RESULTING IN TICKET LOSS.

SEE REVERSE SIDE FOR TICKET RETURN PROCEDURES & PHONE NUMBER!

Charge July 24, 2013



Diamond Dazzler
15205



Golden 7's
25261



Lucky Pairs
25264



Zodiac
15209

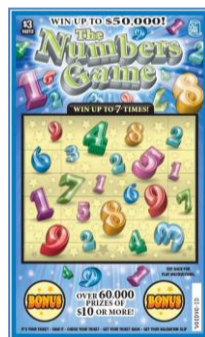


Bingo Winter Green
15208

Charge July 31, 2013



Snowball Cash
15210



The Numbers Game
15212



Xword Moneybag Tripler
26118



Player's Choice
31018



Super Blackjack
26123



Lucky Lines Extravaganza
33024

If you have any questions please call: 1-800-561-4415

BUYBACK ALERT RETURNS

The tickets illustrated below are scheduled for BUYBACK. Please return all **ISSUED AND ACTIVATED** tickets (books and singles) between **July 8th, 2013 and Jul 19th 2013**. Please allow 6 weeks for processing. Tickets not received at AGLC by **Jul 19th**, will not be processed within the six week window. If you do not send these back **you will automatically be invoiced** for them on: **Oct. 23rd, 2013 and Oct. 30th, 2013**.

***PLEASE NOTE:** Each bag requires its own tracking forms and failure to provide appropriate retailer information on tracking forms may result in a longer processing time.

OVERLOADING BAG MAY CAUSE IT TO BREAK RESULTING IN TICKET LOSS.

SEE REVERSE SIDE FOR TICKET RETURN PROCEDURES & PHONE NUMBER!



Western
20051



Monopoly
21326



Spin 3
21327



Bingo
22049



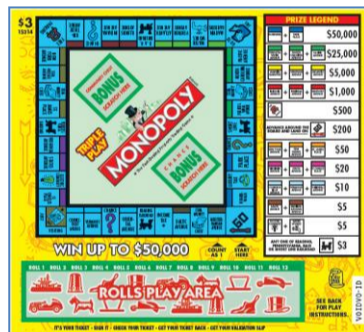
Blackjack
25263



Double Monopoly
25265



Silver & Gold
25266



Triple Monopoly
15214



Crossword
15206



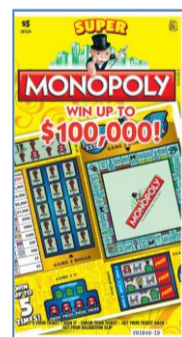
Cash Cards
13071



Lucky Lines
13074



Xword Multiplier
26119



Super Monopoly
26124



Set for Life
26125



Pyramid Riches
26127



Mega Monopoly
33023



Texas Hold'em
33022



Bingo Surprises
15213

If you have any questions please call: 1-800-561-4415

TICKET RETURN PROCEDURES (CANADA POST)

1. Complete the **TICKET RETURN TRACKING FORM** in full, listing all tickets and quantities being returned in the bag. Use one tracking form per bag and keep the bottom copy for your records.
2. Print your **RETAILER NAME, ADDRESS, RETAILER NUMBER** (example: AA99), **POSTAL CODE** and **APPROXIMATE WEIGHT** on the pre-addressed, Canada Post label.
3. Place the tickets and the completed **TICKET RETURN TRACKING FORM** in the plastic Canada Post security bag and **SEAL** the bag.
4. To have your tickets picked up please call Canada Post at 1-800-661-3434.
5. In the automated telephone menu:
 - *Choose a language. Press 1 for English or 2 for French.*
 - *Press 1 for business inquiries.*
 - *Enter 4413121 for the customer number requested.*
 - *Press 2 for pickup inquiries.*
 - *Press 2 to arrange for an on demand pick up.*
 - *Wait for a courier operator to answer your call.*

ENTER RETAILER NAME, NUMBER & COMPLETE MAILING ADDRESS

ENTER APPROXIMATE WEIGHT (should not exceed 2.5 kg)

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">From Expéditeur</td> <td style="width: 50%;">Telephone No. N° de téléphone</td> </tr> <tr> <td>Customer Acct. No. N° du client / numéro</td> <td>Agreement No. N° du contrat</td> </tr> <tr> <td>4413121</td> <td>4006 4358</td> </tr> <tr> <td>Name Nom</td> <td></td> </tr> <tr> <td colspan="2">Address Adresse</td> </tr> <tr> <td>City Ville</td> <td>Province Postal Code Code postal</td> </tr> <tr> <td>To Destinataire</td> <td>Telephone No. N° de téléphone</td> </tr> <tr> <td></td> <td>780 447 8729</td> </tr> <tr> <td colspan="2">AB GAMING & LIQUOR COMMISSION 50 CORRIVEAU AVE</td> </tr> <tr> <td>City Ville</td> <td>Province Postal Code Code postal</td> </tr> <tr> <td>ST ALBERT</td> <td>AB T6N 3T5</td> </tr> </table>	From Expéditeur	Telephone No. N° de téléphone	Customer Acct. No. N° du client / numéro	Agreement No. N° du contrat	4413121	4006 4358	Name Nom		Address Adresse		City Ville	Province Postal Code Code postal	To Destinataire	Telephone No. N° de téléphone		780 447 8729	AB GAMING & LIQUOR COMMISSION 50 CORRIVEAU AVE		City Ville	Province Postal Code Code postal	ST ALBERT	AB T6N 3T5	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">P 1469</td> <td style="text-align: center;">CANADA POST / POSTES CANADA</td> <td style="text-align: center;">PRIORITY COURIER / MESSAGERIES PRIORITAIRES</td> </tr> <tr> <td colspan="3" style="text-align: center;">Bill of Lading / Connaissance</td> </tr> <tr> <td>Billed Facturé <input type="checkbox"/></td> <td>Paid by meter Payé par compteur <input type="checkbox"/></td> <td>Weight Poids</td> </tr> <tr> <td colspan="2"></td> <td>Total meter amount Valeur totale de l'impression</td> </tr> <tr> <td colspan="2"></td> <td>kg \$</td> </tr> <tr> <td>Oversize / Up charged (check if applicable)</td> <td>Surdimensionné / Sans emballage (cocher au besoin)</td> <td>Volumetric Weight Poids volumétrique</td> </tr> <tr> <td colspan="2"></td> <td>kg</td> </tr> <tr> <td>Sender's Ref. Réf. de l'expéditeur</td> <td>On demand pick-up / Remise en main sur demande <input type="checkbox"/></td> <td>Insured value (Add'l. coverage) Valeur assurée (Couverture adic.)</td> </tr> <tr> <td colspan="2">Sender's Signature / Signature de l'expéditeur</td> <td>5</td> </tr> <tr> <td colspan="2">Accepted by / Accepté par</td> <td>C.C. No. / N° du c.c.</td> </tr> <tr> <td colspan="2"></td> <td>Date</td> </tr> <tr> <td colspan="2"></td> <td>Y A M M D J</td> </tr> <tr> <td colspan="2" style="text-align: center;">FOR DELIVERY CONFIRMATION / POUR CONFIRMER LA LIVRAISON</td> <td style="text-align: center;">www.canadapost.ca / www.postescanada.ca or/ou 1 888 550-6333</td> </tr> <tr> <td colspan="3" style="text-align: center;">ITEM REFERENCE NO. / N° DE RÉF. DE L'ARTICLE E000097704</td> </tr> </table>	P 1469	CANADA POST / POSTES CANADA	PRIORITY COURIER / MESSAGERIES PRIORITAIRES	Bill of Lading / Connaissance			Billed Facturé <input type="checkbox"/>	Paid by meter Payé par compteur <input type="checkbox"/>	Weight Poids			Total meter amount Valeur totale de l'impression			kg \$	Oversize / Up charged (check if applicable)	Surdimensionné / Sans emballage (cocher au besoin)	Volumetric Weight Poids volumétrique			kg	Sender's Ref. Réf. de l'expéditeur	On demand pick-up / Remise en main sur demande <input type="checkbox"/>	Insured value (Add'l. coverage) Valeur assurée (Couverture adic.)	Sender's Signature / Signature de l'expéditeur		5	Accepted by / Accepté par		C.C. No. / N° du c.c.			Date			Y A M M D J	FOR DELIVERY CONFIRMATION / POUR CONFIRMER LA LIVRAISON		www.canadapost.ca / www.postescanada.ca or/ou 1 888 550-6333	ITEM REFERENCE NO. / N° DE RÉF. DE L'ARTICLE E000097704		
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Note: The AGLC absorbs the charge for standard courier pick-up and delivery only. Do not request or accept additional courier services or insurance as the AGLC will NOT absorb these charges.

TICKET RETURN PROCEDURES (PUROLATOR)

1. Complete the TICKET RETURN TRACKING FORM in full, listing all tickets and quantities being returned in either **ONE** bag (provided to you) or **ONE** box (retailer responsibility to provide). Use as many tracking forms as you need and keep the bottom copy for your records.
- * 2. Record the **Purolator pin number** on your tracking form and retain until you see your buyback credit on your invoice. This **Purolator pin number** is required to track your shipment.
3. Apply the shipping label to the **ONE** bag or **ONE** box.
4. Place the tickets and the completed TICKET RETURN TRACKING FORM(s) in the plastic Purolator security bag or box and SEAL the package.
5. To request pick up please contact Purolator at **1-888-744-7123** or online at www.purolator.com
6. The driver will scan the shipping label at pick up.

NOTE: Purolator will also pick up buybacks at the time of your scheduled ticket order delivery without you having to call for a special pick up. To use this service, please have your buyback package completed and ready to be picked up by the driver on your ticket delivery day.

* 2 Record the
**Purolator Pin
Number** to
track your
shipment

Purolator		Purolator Ground	
FROM/DE Retailer Name, Retailer Address	TO/A ALB GAMING & LIQUOR COMMI ALB GAMING & LIQUOR COMMI WAREHOUSE SUPPLIES 30 CALDER PLACE ST. ALBERT, AB T8N4C3		780-447-8600
REF: AA99			
RETURN			
NOTE:			
			
DATE: 08 NOV 2017		98N	
PIECES: 1 of/de 1			
WEIGHT/POIDS: 1 KG			
GRD			
			
PUROLATOR PIN: 605480870142			
<small>© Ship Server 3 9 002 0210 - SDD: 2017/11/28 Purolator's published terms and conditions of service apply - see www.purolator.com. Modalités et conditions de service publiées de Purolator s'appliquent - voir www.purolator.com.</small>			

NOTE: The AGLC absorbs the charge for standard courier pick up and delivery only. Do not request or accept additional courier services or insurance as the AGLC will not absorb these charges.

CLAIM FORM



**Two (2) pieces of identification are required to claim a prize.
Call 1-800-665-3313 for a list of acceptable identification.**

CLAIM TYPE Prize over \$1,000 Merchandise Already Validated
 Disputed, Damaged or Incomplete Winning Ticket

NOTE: This form is used for claiming prizes of over \$1,000, for Tickets that you are unable to identify as a winner, for Winning Tickets which are unreadable, mutilated, defective, altered or for Tickets that will not validate on your Ticket Terminal. PLEASE PRINT CLEARLY.

Staple
**Ticket and
Validation Message**
Here On WHITE Copy

Claimant's Name		

Address		

City	Province	Postal Code
_____	_____	_____
Daytime Telephone Number (including area code)		Fax Number
_____		_____
Email Address		

Claimant's Signature	Amount Claimed	Date
_____	_____	_____

- | | | | | | | |
|------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|--------------------------------|---------------------------------|---|
| <input type="checkbox"/> LOTTO MAX | <input type="checkbox"/> WESTERN MAX | <input type="checkbox"/> LOTTO 6/49 | <input type="checkbox"/> WESTERN 649 | <input type="checkbox"/> EXTRA | <input type="checkbox"/> PICK 3 | <input type="checkbox"/> SCRATCH 'N WIN |
| <input type="checkbox"/> PRO•LINE | <input type="checkbox"/> POINT SPREAD | <input type="checkbox"/> OVER/UNDER | <input type="checkbox"/> DOUBLE PLAY | <input type="checkbox"/> POOLS | <input type="checkbox"/> PROPS | <input type="checkbox"/> OTHER _____ |

EXPLANATION _____

FOR RETAILER USE

Ticket Control Number _____ **SYSID** _____

Validating Retailer's Signature _____ **Staff Name (please print)** _____

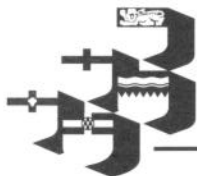
Was the player paid any prize? Yes No N/A **If claim is for a torn ticket, was the ticket torn in error?** Yes No N/A

INSTRUCTIONS

ADVISE THE CUSTOMER TO CALL 1-800-665-3313 FOR FURTHER INFORMATION AND ADDITIONAL FORMS REQUIRED TO CLAIM A PRIZE OVER \$1,000.

- 1. NAME AND ADDRESS OF PLAYER(S) MUST BE ON THE TICKET.** Claim Form to be completed by player(s) or one name in trust for a group claim, which must be accompanied by a Group Buying Agreement, available at Lottery Ticket Centres, at www.wclc.com, or by calling 1-800-665-3313.
2. Jointly prepare this **Claim Form** with the customer for all prizes over \$1,000.
3. Ensure that the **Form** is completed in full, including a **DAYTIME PHONE NUMBER**.
4. Staple the **Ticket** and the **Validation Message** to the WHITE copy of this **Form**. Give the YELLOW copy to the customer for their records. Retain the PINK copy for your records.
5. All risk of sending tickets remain with the player.
6. Customers can present the WHITE copy of this **Form** with the **Ticket** attached, to any of the Prize Payout Offices (call 1-800-665-3313 for addresses) or send by registered mail or courier to:
Western Canada Lottery Corporation
10th Floor, 125 Garry Street
Winnipeg, Manitoba R3C 4J1

NOTE: The cost of sending the ticket should not exceed the value of the prize being claimed.



WESTERN
CANADA
LOTTERY
CORPORATION

ADJUSTMENT REQUEST FORM



DO NOT COMPLETE THIS FORM UNLESS INSTRUCTED BY HOTLINE.

- 1) This form must be completed in full when requesting an adjustment then forwarded for Corporation REVIEW.
- 2) Retain the PINK copy for your records.

STORE NAME: _____ ADDRESS _____ CITY/PROVINCE _____ POSTAL CODE _____ PHONE _____ CONTACT NAME _____	STAPLE MISPRINTED, JAMMED TICKETS, OR TICKET TERMINAL MESSAGES HERE ATTACH THE SELECTION SLIP IN QUESTION				
SYSID <table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>					

EXPLAIN THE INCIDENT IN DETAIL AND THE TYPE OF ADJUSTMENT REQUESTED

Game Involved (LOTTO 6/49, EXTRA, etc): _____

Date Problem Occurred _____ Time Problem Occurred _____ am / pm
(day / month / year)

Value of Tickets Involved _____ How Many Tickets Involved _____

Did you do a **REPRINT**? YES NO If no, why not? _____

Did you call **HOTLINE**? YES NO If no, why not? _____

Time of **HOTLINE** call _____ am / pm **HOTLINE** Reference Number _____

Name of **HOTLINE** Operator _____

Did you Cancel? YES (If YES, no adjustment is required.) NO

PROBLEM: _____

Do you have an original ticket? YES NO Did the problem occur at game break? YES NO

Does the selection slip match? YES NO Not applicable

Were other transactions processed before calling **HOTLINE**? YES NO

COMMENTS: _____

Retailer's Signature _____ Date _____

TICKET RETURN TRACKING FORM

AGLC Retailer Number: (Example: AA99)

Name of Sender: _____

Retailer Name (please print): _____

Date Sent: _____

NOTE: ONE TRACKING FORM FOR EACH BAG RETURNED

***** Please DO NOT activate full books before sending in *****

FULL BOOKS (not yet activated)		
Type	Ticket Description	Number of Full Books Returned
\$		
\$		
\$		
\$		
\$		
\$		
\$		
\$		
\$		
\$		
\$		
\$		
\$		
\$		

AGLC USE ONLY			
Yes	No	Actual	Initial
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		

LOOSE TICKETS (activated)			
Type	Ticket Description	Number of Loose Tickets Returned	Ticket Value
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$
\$			\$

Yes	No	Actual	Initial
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		

Subtotal: \$ _____

Retailer Portion (95%): **X 0.95**

TOTAL CREDIT TO RETAILER: \$ _____

Processor: _____

Scanner: _____

Date: _____

Top copy - Send with tickets

Bottom copy - Retailer

PROTECTED WHEN COMPLETED

**LOTTERY TICKET CENTRE
POLICY HANDBOOK**

Index

Adjustment Form	6
Advertising and Product Promotion.....	5.14
Agent Changes	3.6
Amendment To Retailer Master File/Agreement Ticket	6
Application Categories	3.2
Application Requirements	3.1
Authorization for Pre-arranged Payment.....	6
Buyback Notice.....	6
Certificate of Insurance Form.....	6
Claim Form	6
Compensation.....	2.6
Compliance.....	4.4
Contacts.....	1.4
Credit Evaluation Form	6
Definitions	1.3
Eligibility Guidelines	1.5
Facility Requirements	1.4
Financial Obligations.....	4.2
Hours of Operation.....	5.9
Landlord Authorization Form.....	6
Legislation.....	1.2
Lottery Ticket and Equipment Allocation.....	2.2
Lottery Ticket Centre Retailer Agreement.....	6
Lottery Ticket Centre Retailer Application.....	6

Minors	5.11
Multiple Terminal Retailers	4.3
New Installation Application	3.3
New Operator of an Existing Location.....	3.5
Ordering of Tickets and Supplies	5.2
Performance Standards	2.6
Profitability Network	2.3
Purpose of Handbook	1.1
Relocation and Temporary Relocation of Terminal	5.13
Renovations	5.12
Retailer Master File	4.1
Retailer Networks.....	2.1
Sale of Lottery Tickets	5.1
Schedule A – Lottery Ticket Centre Site Plan	6
Signage.....	5.14
Single Location Network	2.5
Site Maintenance	5.10
Site Requirements	2.10
SPORT SELECT Directive.....	5.6
Stolen, Missing or Destroyed Tickets.....	5.5
Ticket Activation.....	5.3
Ticket Expiry	5.8
Ticket Returns/Buybacks	5.7
Ticket Return Tracking Form	6
Training.....	2.8
Trial Network.....	2.4
Validation and Redemption of Tickets.....	5.4
Waitlist Management	2.9