

Lottery Retailer Registration



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INFORMATION BULLETIN

New Registration Requirements for all Lottery Retailers

Effective April 1, 2010, the Manitoba Gaming Control Commission (MGCC) began registering the owners of all businesses that sell lottery tickets (retailers) in Manitoba.

What has changed?

As a result of changes to The Gaming Control Act, the MGCC will now:

- Set terms and conditions under which all retailers and their employees must operate
- Inspect lottery retail locations, respond to player complaints and investigate irregularities
- Assess the honesty and integrity of lottery retailers through background investigations

These changes will protect Manitobans by introducing new ways to ensure the honesty of lottery retail operations and will also give players the opportunity to have their complaints investigated by an independent agency.

The MGCC already regulates VLT sites, casino operations and charitable gaming such as bingos, raffles and Texas Hold'em tournaments. Adding lottery retail operations will bring consistent standards and expectations for integrity to the sale and redemption of lottery tickets.

I am a lottery ticket retailer – what do I have to do?

All business owners must complete a registration application. This package includes the application and the terms and conditions that you must follow to maintain your registration. Please complete and return the application as soon as possible.

More information on the back of this page.....

Will my lottery ticket business be interrupted by this registration process?

The MGCC intends to make the registration process as smooth as possible for Manitoba business owners. The MGCC expects that the process will not be difficult for most business owners and will provide you with any information or assistance you may require. The MGCC already oversees more than 2500 registrants, which range from workers at casinos to owners of hotels and bars that operate VLTs. The MGCC is looking forward to working with lottery retailers.

What are terms and conditions? Are they rules?

Yes, terms and conditions are like rules. It is your responsibility, as the business owner, to make sure that all your employees follow these rules. A violation could result in losing your registration, which means your business will not be able to sell lottery tickets.

Will the MGCC register my employees?

No. The MGCC will only register the business owners, who are responsible for the conduct of their employees when they are selling and redeeming lottery tickets. As the business owner, you are also responsible for contacting the MGCC if you have any concerns about the honesty of anyone working for you that may affect your lottery retailer registration. You can contact the MGCC Compliance Department by calling (204) 954-9400 or 1-800-782-0363 or at complaints@mgcc.mb.ca.

If a customer has a complaint or problem, should they now call the MGCC?

Customers should still call the Western Canada Lottery Corporation (WCLC) first if they have a problem or complaint. The MGCC believes the WCLC will be able to resolve many cases directly with the customer. If the problem can't be resolved or if the MGCC becomes aware of a serious problem, it will start an independent investigation.

I have some more questions – who can I ask?

First, check our website at www.mgcc.mb.ca. If you still have questions, please call us at (204) 954-9400 or 1-800-782-4396, and ask for the Registration Department.