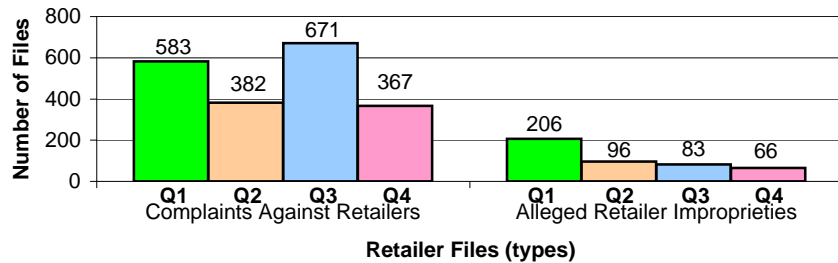
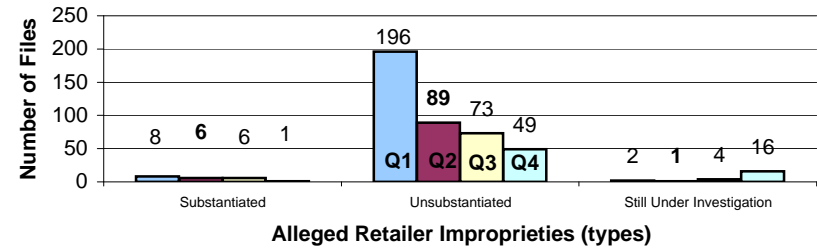


Total Retailer Files Opened
(Q1 = Apr-Jun 2007, Q2 = Jul-Sep 2007)
(Q3 = Oct-Dec 2007, Q4 = Jan-Mar 2008)



Total Alleged Retailer Improprieties
(Q1 = Apr-Jun 2007, Q2 = Jul-Sep 2007)
(Q3 = Oct-Dec 2007, Q4 = Jan-Mar 2008)



	Quarter 1 Apr - June 2007	Quarter 2 July - Sept 2007	Quarter 3 Oct - Dec 2007	Quarter 4 Jan - Mar 2008	FY 2007-2008 YTD Total
Total Retailer Files Opened	789	478	754	433	2454
Complaints Against Retailers	583	382	671	367	2003
Alleged Retailer Improprieties	206	96	83	66	451
Alleged Retailer Improprieties	206	96	83	66	451
Substantiated	8	6	6	1	21
Unsubstantiated	196	89	73	49	407
Still Under Investigation (SUI)	2	1	4	16	23
Substantiated Retailer Improprieties	8	6	6	1	21
Theft from Player	1	1	2	0	4
Theft - Internal	6	4	3	0	13
Selling to Minors	1	0	0	0	1
Illegal Gaming (Grey Machine)	0	1	1	1	3

Definitions

“Lottery Retailer” means a person contracted by BCLC to sell lottery tickets and provide lottery services at a retail location or a person who is an employee or volunteer of a retail location contracted by BCLC and is authorized to operate a lottery terminal or is involved in the handling, selling and/or validation of lottery products.

*NOTE: SUI files and redesignated files during investigations result in quarterly number changes.

All Section 86 files are sent to the Gaming Policy and Enforcement Division (GPE).