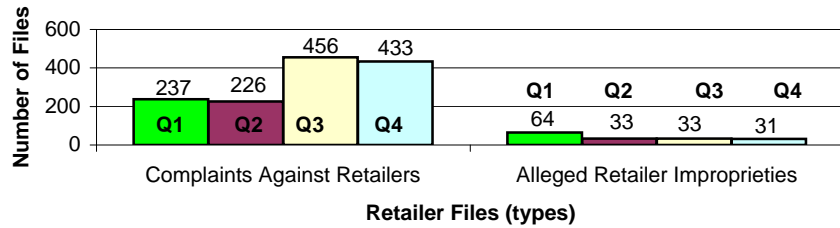
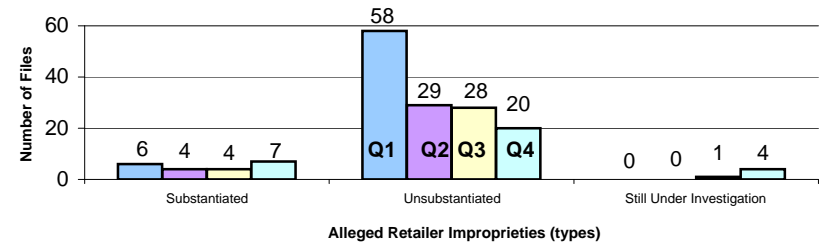


Total Retailer Files Opened
(Q1 = Apr-Jun 2008, Q2 = Jul-Sep 2008
Q3 = Oct-Dec 2008, Q4 = Jan-Mar 2009)



Total Alleged Retailer Improprieties
(Q1 = Apr-Jun 2008, Q2 = Jul-Sep 2008
Q3 = Oct-Dec 2008, Q4 = Jan-Mar 2009)



	Quarter 1 Apr - June 2008	Quarter 2 July - Sept 2008	Quarter 3 Oct - Dec 2008	Quarter 4 Jan - Mar 2009	FY 2008-2009 YTD Total
Total Lottery Investigations	301	259	489	464	1513
Complaints Against Retailers	237	226	456	433	1352
Alleged Retailer Improprieties	64	33	33	31	161
Alleged Retailer Improprieties	64	33	33	31	161
Substantiated	6	4	4	7	21
Unsubstantiated	58	29	28	20	135
Still Under Investigation (SUI)	0	0	1	4	5
Substantiated Retailer Improprieties	6	4	4	7	21
Theft from Player	2	1	0	1	4
Theft - Internal	4	3	4	5	16
Selling to Minors	0	0	0	0	0
Illegal Gaming (Grey Machine)	0	0	0	0	0
Other	0	0	0	1	1

Quarter 4 - TRENDS

- 7 substantiated retailer impropriety:
 - 1 selling scratched tickets
 - 5 internal thefts - All employees terminated by retailer. 3 are still under police investigation.
 - 1 other - possession stolen transit passes which is not lottery related

[64 files were open for the mystery shop program.](#)

Definition:

“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).