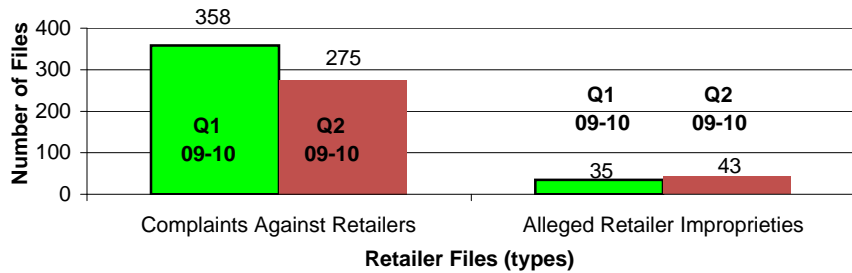
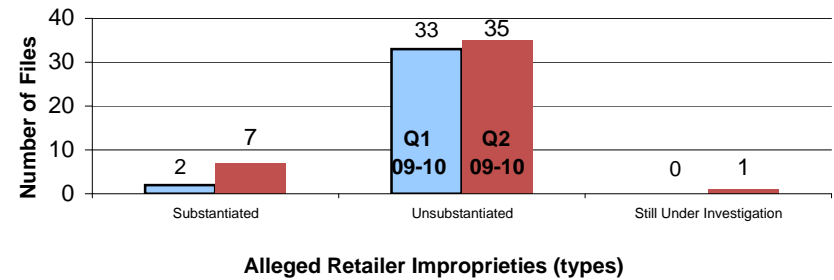


Total Retailer Files Opened
(Q1 = Apr-Jun 2009 , Q2 = Jul-Sep 2009)



Total Alleged Retailer Improprieties
(Q1 = Apr-Jun 2009 , Q2 = Jul-Sep 2009)



	Quarter 1 Apr - June 2009	Quarter 2 July - Sept 2009	Quarter 3 Oct - Dec 2009	Quarter 4 Jan - Mar 2010	FY 2009-2010 YTD Total
Total Lottery Investigations	393	318			711
Complaints Against Retailers	358	275			633
Alleged Retailer Improprieties	35	43			78
Alleged Retailer Improprieties	35	43			78
Substantiated	2	7			9
Unsubstantiated	33	35			68
Still Under Investigation (SUI)	0	1			1
Substantiated Retailer Improprieties	2	7			9
Theft from Player	1	0			1
Theft - Internal	1	6			7
Selling to Minors	0	0			0
Illegal Gaming (Grey Machine)	0	1			1

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).