ID25 & VALIDATION MYSTERY SHOPS

Both ID25 Mystery Shops and Validation Mystery Shops are conducted across Ontario to ensure OLG Lottery Retailers are following correct procedures according to the Retailer Policy Manual. A Mystery Shopper will look like any other customer and will attempt a routine ticket purchase or validation transaction.

ID25 TIPS

- Before selling, validating or redeeming OLG products, always ensure your customer is 18 years of age or older.
- If a customer is wearing a mask or face covering, politely ask them to lower the covering so you can be sure they appear over the age of 25.
- If you suspect your customer is under the age of 25, you must ask for and check government issued photo ID.
- Asking the customer's age or verbally receiving date of birth cannot be substituted for verifying government issued photo ID.
- If you are unable to confirm the ID of a customer who appears under the age of 25, you must politely decline the sale.
- Remember that facial hair, clothing, wearing makeup, or a person's size can alter the perception of their age. When in doubt, always ask for ID.

TICKET/PRODUCT VALIDATION TIPS

- All tickets must be signed prior to validation.
- If a customer presents an unsigned ticket, ask them to sign it before validating it. If they refuse, politely decline to validate the ticket.
- Always return the ticket and customer receipt to the customer.
- Do not ask the customer if they want the ticket back; either hand the customer the ticket and receipt or place them on the counter for the customer to pick up.
- Remember to keep your terminal and printer area free of clutter.

AFTER THE MYSTERY SHOP

- The Mystery Shopper will identify themselves and provide a scorecard with the results.
- The Shopper will ask for your name, which will be documented with the results.
- If your location fails a Mystery Shop, the store owner or head office will receive a letter outlining which areas need work. Penalties are outlined in the Retailer Policy Manual and can range from reminder letters or fines to terminal suspension and possible termination of the Retailer Agreement.

OLG wants you to be successful! If you have any questions about the Mystery Shops program, please call OLG Customer Care Retail Support at 1-800-387-0104.

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