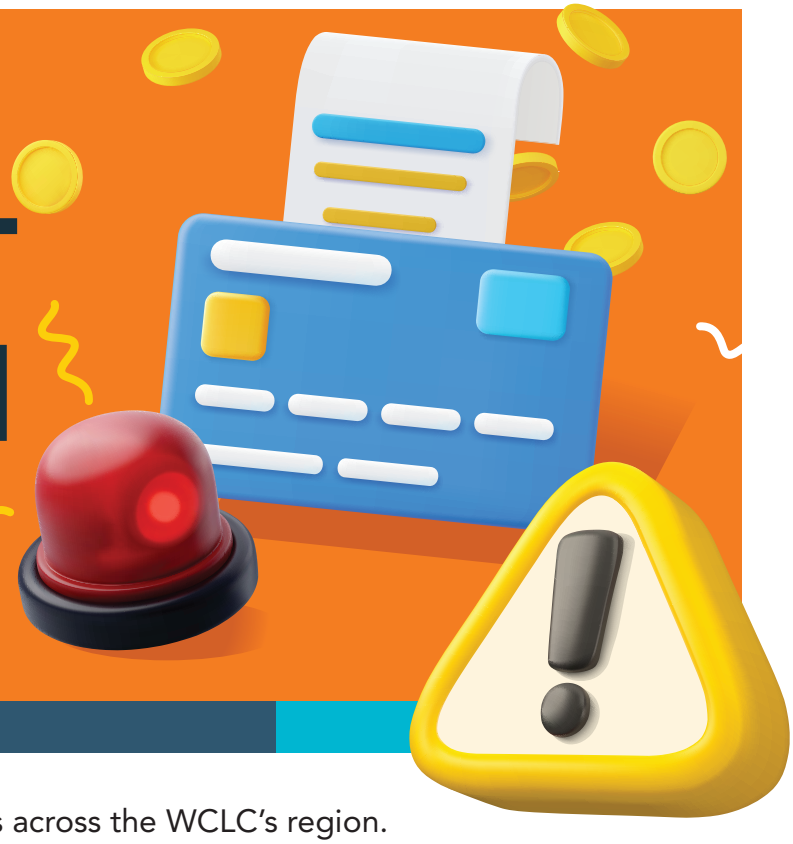
FRAUD/THEFT PREVENTION BULLETIN



Theft and fraud continue to impact lottery retailers across the WCLC's region. While it is not possible to prevent every incident, following strong security practices can significantly reduce your risk and help protect your staff, customers, inventory, and business.

PROTECT YOUR SCRATCH & WIN INVENTORY

Scratch & Win tickets remain one of the most common targets for theft. The following practices can help to safeguard your inventory and minimize losses:

- Secure Scratch & Win merchandise immediately after each sale
- Ensure ticket merchandisers are properly secured to the counter
- Collect payment before handing over tickets, particularly for higher-priced products or multiple-ticket purchases
- Remove Scratch & Win tickets from display units and store them in a secure location when your business is closed
- Store inactive books and any unused portions of active books in a locked area. **A safe is strongly recommended**
- Keep tickets within sight and control at all times
- Be aware of distraction tactics that may divert attention away from lottery products or the terminal
- Ensure only staff members remove tickets from the merchandiser

PREVENTING FRAUDULENT TRANSACTIONS

Fraudsters may attempt to purchase lottery products using stolen credit cards or other deceptive methods. Taking a few extra moments to verify transactions can help prevent costly losses.

- Collect payment before processing any lottery transaction, particularly for fast-paced games such as LIGHTNING LOTTO, POKER LOTTO, KENO, and SPORT SELECT
- Exercise additional caution when processing large credit card purchases
- Request identification when needed to confirm the cardholder's name matches the payment card being used
- Do not permit customers to manually enter a credit card number into the payment terminal
- If a customer cannot immediately provide payment, cancel the transaction right away

Remember: Retailers are responsible for the cost of any tickets that are ***printed and not paid for or cancelled***, including tickets associated with fraudulent transactions. Once a draw or game has started, tickets cannot be cancelled.

IF THEFT OR FRAUD OCCURS

1. Responding quickly can help support investigations and reduce potential losses.
2. Report the incident to local police or RCMP and obtain a police report number.
3. Contact Retail Spot (1-800-665-0133) to report the incident, provide the police report number and investigating officer information, and identify any missing tickets or damaged equipment.
4. Notify your insurance provider of any stolen inventory or property damage.
5. Contact your Lottery Sales Representative for assistance with replacement equipment or Scratch & Win inventory.
6. If surveillance footage is available, preserve the footage and provide it to law enforcement and WCLC at **complaint_track@wclc.com**.

Stay Alert. Stay Secure.

The best defence against theft and fraud is **awareness**. By following established procedures and remaining vigilant, you can help protect your location, reduce losses, and ensure a safe lottery experience for both employees and customers.



LOTTO SPOT + SASK LOTTERIES