



*Know your limit, play within it.*

July 26, 2012

Log # 482987

**To:** All Registered Gaming and eGaming Service Providers

**Re:** Terms and Conditions of Registration:

Reporting by Service Providers – Section 86(2) Gaming Control Act *and*  
Section 34(1)(t) Gaming Control Regulation

This Memorandum consolidates and replaces the Memoranda from the General Manager/Assistant Deputy Minister, Gaming Policy and Enforcement Branch (GPEB) dated December 16, 2002 and December 3, 2010 in relation to the legal reporting requirements for Service Providers.

GPEB is responsible for the overall integrity of gaming and horse racing in British Columbia, as outlined in Section 23 of the *Gaming Control Act*.

Section 86(2) of the *Gaming Control Act* requires a registrant to notify the General Manager, GPEB, immediately, about any conduct, activity or incident occurring in connection with a lottery scheme or horse racing that may be considered contrary to the *Criminal Code* of Canada, or British Columbia's *Gaming Control Act*, or *Gaming Control Regulation*.

Section 34(1)(t) of the *Gaming Control Regulation* requires a service provider to immediately report to the General Manager, (GPEB) any conduct or activity at or near a gaming facility that is or may be contrary to the *Criminal Code*, the *Gaming Control Act*, or any *Regulation* under the *Act*.

1. To provide guidance for the reporting/notification requirement, all registered gaming service providers must advise the General Manager, GPEB, immediately, of conduct, activity or incident at or near a gaming facility that may be contrary to the *Criminal Code*, the *Gaming Control Act* or a *Regulation* under the *Act*. This includes but is not limited to:
  - a) Cheating at play (includes collusion between players or individuals);
  - b) Thefts (includes theft affecting the integrity of the game, thefts from the house, or by a gaming worker);
  - c) Fraud (includes using or attempting to use stolen or forged credit cards, bank cards, or electronic payment);
  - d) Money laundering (including suspicious currency transactions or suspicious electronic fund transfers);

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- e) Suspected passing of counterfeit currency where the identity of passer is known;
  - f) Loan sharking;
  - g) Robbery;
  - h) Assault;
  - i) Threats against, or intimidation of, players or registrants;
  - j) Unauthorized lottery schemes;
  - k) Persons legally prohibited;
  - l) Unregistered gaming service providers;
  - m) Minors found in or participating in gaming in a gaming facility; and
  - n) Minors playing or attempting to play eGaming.
2. Registered gaming service providers must advise GPEB, without delay, of any real or suspected conduct, activity, or incident that affects the integrity of gaming or horse racing that involves a registered gaming service provider or registered gaming worker. Gaming service providers should follow the reporting procedures found in Appendix A.

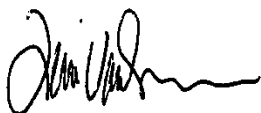
The Investigations and Regional Operations Division, GPEB will continue to provide guidelines and procedures for reporting integrity issues.

Under Section 79 of the *Gaming Control Act* GPEB investigators and inspectors have full access to gaming facilities and premises, including but not limited to records, data and gaming supplies used in the delivery of eGaming. This access is for the purpose of conducting investigations, inspections, audits and for monitoring compliance with the *Act*.

Your obligation to report integrity issues to GPEB does not relieve you of any contractual requirements to report to the BC Lottery Corporation.

Your understanding and cooperation is appreciated.

Sincerely,



Douglas S. Scott  
General Manager and Assistant Deputy Minister

pc: Michael Graydon, President and CEO, BCLC  
Terry Towns, Vice-President, Corporate Security and Compliance, BCLC  
Larry Vander Graaf, Executive Director, Investigations and Regional Operations, GPEB  
Terri Van Sleuwen, Executive Director, Audit and Compliance, GPEB  
Len Meilleur, Executive Director, Registration and Certification, GPEB

# Reporting Procedures for Registered Gaming Service Providers to the Gaming Policy and Enforcement Branch

## APPENDIX A

### SECTION 1

#### 1.0 Overview

The Gaming Policy and Enforcement Branch (GPEB) regulates the gaming industry in British Columbia. Its mandate is to ensure that gaming in the province is conducted and managed with integrity, and that the interests of the public are protected.

#### 1.1 Purpose

The purpose of this document is to provide registered gaming service providers guidance on the form of reporting to the GPEB of any real or suspected conduct, activity, or incident that affects the integrity of gaming or horse racing that involves a registered gaming service provider or registered gaming worker.

### SECTION 2

#### 2.0 Legislative Authority

- Section 86(2) of the *Gaming Control Act* requires a registrant to notify the GPEB, without delay, about any conduct, activity or incident occurring in connection with a lottery scheme or horse racing that may be considered contrary to the *Criminal Code* of Canada, or British Columbia's *Gaming Control Act*, or *Gaming Control Regulation*.
- Section 34(1)(t) of the *Gaming Control Regulation* requires a service provider to immediately report to the GPEB any conduct or activity at or near a gaming facility that is or may be contrary to the *Criminal Code*, the *Gaming Control Act*, or the *Gaming Control Regulation*.

### SECTION 3

#### 3.0 Reporting Procedures for Registered Gaming Service Providers

##### 3.1 Registered Gaming Service Providers

- Registered gaming service providers must advise immediately, in writing, of any real or suspected conduct, activity or incident that has, or may affect the integrity of gaming or horse racing, direct to the respective Regional office of GPEB Investigations and Regional Operations.

## Reporting Procedures for Registered Gaming Service Providers to the Gaming Policy and Enforcement Branch

### 3.2 Reporting Format

- Gaming service providers are required to complete the respective GPEB Regional Office form found in Appendix B. This form should be completed in full and submitted by email according to the following regional office designations.

Lower Mainland Regional Office  
408 – 4603 Kingsway Ave  
Burnaby BC V5H 4M4  
Email: [SGGPEB86ReportingLMD@gov.bc.ca](mailto:SGGPEB86ReportingLMD@gov.bc.ca)

Prince George Regional Office  
211 – 1577 7<sup>th</sup> Ave  
Prince George BC V2L 3P5  
Email: [SGGPEB86ReportingNorthern@gov.bc.ca](mailto:SGGPEB86ReportingNorthern@gov.bc.ca)

Kelowna Regional Office  
200 – 1517 Water St  
Kelowna BC V1Y 1J8  
Email: [SGGPEB86ReportingInterior@gov.bc.ca](mailto:SGGPEB86ReportingInterior@gov.bc.ca)

Vancouver Island Regional Office  
3<sup>rd</sup> Floor, 910 Government St  
Victoria BC V8W 1X3  
Email: [SGGPEB86ReportingVanIsland@gov.bc.ca](mailto:SGGPEB86ReportingVanIsland@gov.bc.ca)









**Gaming Policy and Enforcement  
Investigations and Regional Operations  
Division**

**SECTION 86 Gaming Control Act  
REPORT**

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**To be submitted without delay.**

**CONFIDENTIAL**

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**Date:**

**Service Provider:**

**Location:**

**Occurrence:**

**Date & Time of Occurrence:**

**Details:**

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**Police Called:**    Yes            No

**Attended:**    Yes            No

**Police Force:**

**File Number:**

**Investigating Officer(s) & Badge Number(s):**

**Submitted by:**

**GPEB Registration #:**

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**E-Mail [SGGPEB86ReportingVanIsland@gov.bc.ca](mailto:SGGPEB86ReportingVanIsland@gov.bc.ca)**