





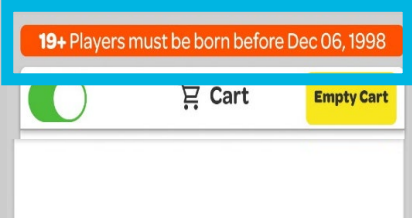

# Customer Age Verification Process

## ID25 Mystery Shop

Keep your ID-checking game strong! 💪

Mystery shoppers are out and about throughout the year, making sure the sale of Lottery products is performed with integrity.

Before selling ...

Step 1 <b>ASK</b>	Step 2 <b>VERIFY</b>
 <p>Ask for <b>GOV'T ISSUED PHOTO ID</b> from players <u>who appear 25 and under</u></p>	 <p>Does the ID have...</p> <ul style="list-style-type: none"> <li>• a photo?</li> <li>• birthdate?</li> </ul>
Step 3 <b>CONFIRM 19+</b>	
 <p>Reference the onscreen 'must be born before date'</p>	<p>OR</p>  <div style="background-color: #ff0000; color: white; padding: 5px; text-align: center;">❌ Player is not eligible to purchase</div> <div style="background-color: #008000; color: white; padding: 5px; text-align: center;">✅ Player is eligible to purchase</div> <p>Scan the ID using the Lotto Scanner</p>



Contact Lottery Retail Support: **1-800-667-1649**



# Customer Age Verification Process

## Compliance Awareness



### ID25 Mystery Shop Criteria

A Site will fail the Mystery Shop if they:

- 1) Do NOT ask for ID from a Player who appears 25 or under  
Or
- 2) Complete the sale after being presented with unacceptable ID  
(i.e. no photo, no date of birth, not Government issued)



### ID25 Tips

- Practice the same **due diligence** when verifying age for the sale of lottery products, as you do for other age verification products (i.e. tobacco or liquor)
- **When in doubt, ask for ID.** Don't assume someone is 'old enough' for you to sell lottery products to. It is difficult to guess a person's age.
- Asking a player their age, or guessing how old an individual may be, are not acceptable age-verification methods.



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# Customer Age Verification Process

## ID25 Mystery Shop

### TEST YOUR SKILLS

How old do you think this person is? Would you ask them for ID?  
Should you ask them for ID? Would you sell them Lottery?

1.



2.



3.



Answer: 1. 17, 2. 20, 3. 24



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