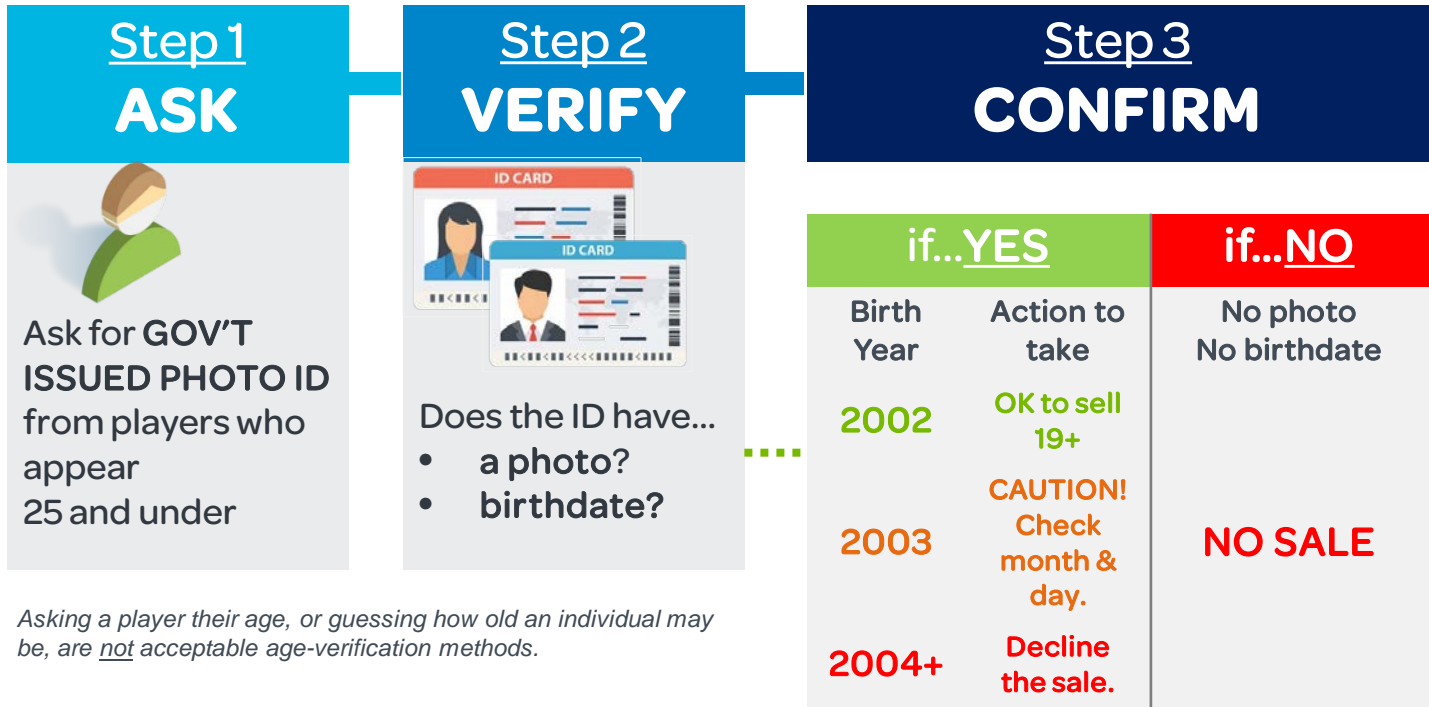


# Customer Age Verification Process

## Ask for ID25 – Player Must be 19+ to Purchase



ID25 exists to **protect Lottery Retailers** from selling Lottery Products to minors and ensure the sale is performed with integrity.



Asking a player their age, or guessing how old an individual may be, are not acceptable age-verification methods.



# ID25 Mystery Shop Criteria

## ID25 Mystery Shop Criteria

A location 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 (ie. no photo, no date of birth, not Government issued)

## What's Acceptable, **What's Not?**

Unacceptable ID typically doesn't have a birthdate on it - so you can't check if the person is 19+ . You must decline the sale.

