



News Release

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OMBUDSMAN TO INVESTIGATE LOTTERY PROCESSES

VICTORIA – B.C. Ombudsman Kim Carter announced today that she has initiated an Ombudsman investigation into how the British Columbia Lottery Corporation (BCLC) ensures that the lottery process in British Columbia is fair.

The Ombudsman's office is British Columbia's independent voice for fairness. It investigates complaints about public authorities, including provincial corporations, boards and commissions, and looks into their administrative actions and processes to ensure transparency and accountability.

"Recent public disclosures have raised questions about the lottery process in British Columbia," said Carter. "I believe the citizens of British Columbia would be well served by an independent and impartial investigation into this matter. Confidence in the lottery system is important: to the people who play; to the causes that benefit from the distribution of lottery funds; and to the vendors who sell the tickets. I have spoken with the president and chief executive officer of BCLC and he assures me that he welcomes an independent and impartial investigation and we will receive all the information we need and BCLC's full cooperation."

The Ombudsman's investigation will focus on the steps that the BCLC takes to ensure that the lottery process is fair for the public. Specific areas to be addressed include:

- Processes that the BCLC has in place to monitor lottery retailers' participation in lotteries;
- BCLC processes that ensure individuals presenting winning tickets are the valid purchasers;
- Checks and audits conducted to ensure compliance with BCLC processes.

British Columbians who have concerns or complaints about administrative fairness or how they have been treated by the BCLC or other public agencies can write to the Ombudsman's office, complete an online complaint form at www.ombudsman.bc.ca, or telephone 1-800-567-3247.

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