



Pull Ticket Terms & Conditions

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PULL TICKET TERMS & CONDITIONS

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SUBJECT: COMPLYING WITH THE LEGISLATION AND LICENCE

POLICY

- 1.1.1 A charitable organization applying for a pull ticket licence must meet the eligibility policies specified in the Charitable Gaming Policies Handbook which may be accessed at aglc.ca.
- 1.1.2 Pull tickets must be sold according to the *Criminal Code* of Canada, the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation, AGLC policies, and the pull ticket licence.
- 1.1.3 Non-compliance with federal, provincial, or municipal laws or AGLC policies may result in disciplinary action such as a fine, suspension of gaming licence, revocation of gaming licence, repayments, and/or a directive to donate remaining gaming proceeds to other eligible charitable organizations.
- 1.1.4 An individual must be at least 18 years of age to purchase or play pull tickets, or to be awarded a pull ticket prize.
- 1.1.5 Licence fees are collected by the gaming supplier on behalf of AGLC.
(Amended Apr 2023)
- 1.1.6 The pull ticket licence must not be delegated.
- 1.1.7 Changes to a licence may only be made through an amendment approved by AGLC. Requests for approval to amend a licence must be signed by two executive members of the licensed charitable organization and submitted in writing to AGLC.
- 1.1.8 Any suspected cheating or other irregularities must be reported immediately to AGLC at 1 800-742-7818 (24-hour).

SUBJECT: POSTING OF LICENCE AND RULES OF PLAY

POLICY

1.2.1 The licensed charitable organization must establish and submit rules of play governing pull ticket sales to AGLC. The rules must comply with these policies. Both the pull ticket licence and rules of play must be displayed at sales areas. The rules of play must include:

- a) The notice that minors are not permitted to purchase or play pull tickets or be awarded a pull ticket prize.
- b) The notice that tickets are sold for cash only. Cashing cheques or extending credit is prohibited.
- c) The pull ticket unit's status, including the number of major winners remaining in or sold from a unit in play, must not be disclosed to anyone.
- d) Disputes will be resolved by an executive member of the licensed charitable organization or a delegate. Unresolved disputes may be referred to AGLC.
- e) Winning pull tickets will be redeemed only if identifiable with a specific unit sold by the licensed charitable organization.
- f) Procedure used when seal card winner cannot be located.
- g) For community bingo, if a facility is unable to complete an event or play event tickets in the traditional drawn balls method and there are unplayed event tickets, the following applies: *(Amended Apr 2023)*
 - i) If a seal window component is available, the winner will be determined by opening the seal window on the flair card; or
 - ii) If no seal window component is available, only "HOLD" tickets will be refunded and no prizes will be awarded. See Subsection 2.2.5 b) for a description of hold tickets.

SUBJECT: TICKET REQUIREMENTS

POLICY

2.1.1 All pull ticket units must be purchased from a registered gaming supplier as follows:

- a) the supplier(s) must be named and approved on the licence; and
- b) any change(s) to a supplier named on the licence must be submitted in writing and be approved by AGLC prior to the change(s) being made.

2.1.2 Pull ticket unit purchases must be paid in accordance with AGLC's approved methods of payment outlined in Section 4.4 of the Charitable Gaming Policies Handbook, and must be supported by a dated invoice showing:

- a) licensed charitable organization's name;
- b) pull ticket licence number;
- c) amount of licence fees;
- d) type of unit, colour, and unit serial number;
- e) number of units bought;
- f) price per unit; and
- g) total amount of purchase.

2.1.3 Only pull tickets and pull ticket units that meet the following standards are approved for sale:

- a) Individual Pull Tickets
 - i) The number(s) or symbol(s) under the ticket window must be concealed.
 - ii) The concealed number(s) or symbol(s) must not be seen using a light source.
 - iii) Ticket windows cannot be previewed.
 - iv) There can be no difference in outward appearance between winning and non-winning tickets (i.e., before the windows are opened by a player to reveal symbol, letter, or number configurations). For example, there

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must be no difference in the colour quality, edge shear marking, or graphic marking of the pull tickets, or any other physical differences.

- b) Pull Ticket Units
 - i) Winning pull tickets must be randomly seeded in each unit.
 - ii) Each unit must be packaged to prevent tampering.
 - iii) All pull tickets of an approved unit must be contained in heat sealed box(es) or bags.
 - iv) All pull tickets in a unit must have a serial number that is unique from the serial number of any other unit.
 - v) AGLC must approve the number of tickets in a pull ticket unit. *(Amended Apr 2023)*

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SUBJECT: APPROVED GAME FORMATS

POLICY

- 2.2.1 Pull ticket winners must only be determined by the use of symbols, letters or numbers that appear in the windows and pay tables of pull tickets, bingo event tickets, and seal cards. Secondary symbols, letters, numbers or a random selection process extraneous to the pull ticket unit must not be used to determine prize winners.
- 2.2.2 Licensed charitable organizations selling pull tickets with a “seal card” feature (“seal card units”) or a “bingo event ticket” feature (“bingo event tickets”) must select one option from Subsection 2.2.2 c) below and ensure that the option selected is prominently displayed on the bingo event ticket game card or seal card prize board (recorded in permanent ink) prior to the start of pull ticket sales. When played as a bingo event pull ticket, the option selected must also be announced in a manner audible to all players prior to the start of pull ticket sales. The following are descriptions of approved pull ticket games with these features:
- a) a seal card game is a pull ticket game featuring tickets that give players a chance to win a prize or prizes by removing a window from the pull ticket to reveal a specified winning symbol;
 - b) a bingo event ticket game is a pull ticket game in which the bingo ball symbol or symbols on a winning pull ticket matches a specified number or numbers drawn and called by the caller during a community bingo event;
 - c) some games include pull tickets bearing bingo ball symbols and that have the option of using bingo balls called during the course of a licensed bingo event or of removing the window covering(s) from a seal card to reveal matching bingo ball symbols, to determine the winner of a prize:
 - i) where the option chosen is of opening the window covering(s) on a seal card to determine the winner, the game must be considered a seal card game; and
 - ii) where the option chosen is of using bingo balls called during a bingo game to determine the winner, the game must be considered a bingo event ticket game.

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2.2.3 Only game formats that meet the following requirements will be approved:

- a) Instant win cash lottery ticket constructed of cardboard.
- b) The game pay table appears on the front of each ticket.
- c) One or more sealed windows are on the back of each ticket.
- d) Winning tickets are determined by the player detaching the window seal tab(s) of an individual pull ticket and disclosing a symbol, letter or number configuration that matches a symbol, letter or number configuration and corresponding prize in the game pay table.
- e) Opened ticket windows may also contain secondary markings to assist identification of winning tickets, such as a line through winning symbols, dollar amount of the prize, a verification code etc.
- f) Pull ticket games may include a feature whereby players can win the opportunity to enter a seal card lottery to win additional prizes.

2.2.4 Seal cards units and the seal card pull tickets within the unit must comply with the following:

- a) There must be a place on the seal card prize board (front or back) for the player's name and contact information to be entered beside the symbol, letter, or number that matches the symbol, letter, or number appearing in the open window of the player's pull ticket.
- b) There must be one or more sealed windows on the seal card containing the symbol, letter, or number corresponding to the symbol, letter or number on the seal card prize board.
- c) The dollar value of the prize for each seal card window must be indicated on the seal card prize board.

2.2.5 For licensed charitable organizations that conduct community bingo events, bingo event ticket units must (see also Subsection 2.2.2 c)):

- a) contain instant-winning break open tickets;



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- b) contain tickets that feature a symbol or symbols matching one or more of the 75 bingo balls (hold card) used to determine the winner of the bingo event ticket game;
- c) contain a game card used to identify bingo event pull ticket(s) that are eligible for the bingo event ticket game prize(s), here referred to as a “bingo event ticket game card.” The bingo event ticket game card must indicate the dollar value of the prize(s) available; and
- d) be structured to comply with a 75 number bingo ball set.

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SUBJECT: EQUIPMENT

POLICY

2.3.1 Pull ticket dispensing machines are approved for use by licensed charitable organizations, and may be used as a means of inventory control and security under the following conditions:

- a) the equipment does not accept cash, cannot be operated by players to purchase pull tickets, and cannot be used by the licensed charitable organization or its staff to dispense pull tickets directly to players;
- b) the equipment is only used as “back office” (away from the pull ticket sales area) equipment to:
 - i) count pull ticket inventory; and
 - ii) count pull tickets issued in batch to pull ticket sellers for general sales.
- c) only equipment approved in advance and in writing by AGLC may be utilized by a pull ticket licensed charitable organization to assist in the sale of pull tickets;
- d) the equipment is purchased by the licensed charitable organization from a registered gaming supplier;
- e) the equipment is in proper working condition, and is regularly checked and maintained according to the manufacturer’s specifications; and
- f) the equipment is subject to inspection by AGLC.

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POLICY

- 3.1.1 Only pull tickets approved by AGLC may be sold.
- 3.1.2 Pull tickets can only be sold in the specific area approved on the licence, unless otherwise approved by AGLC.
- 3.1.3 Licensed charitable organizations can be licensed to sell pull tickets at special events, such as a sports event or an arts or cultural festival, under the following conditions:
- a) The sales are restricted to the premises or area specified on the pull ticket licence.
 - b) The hours of sale conform to the hours of the special event.
 - c) The licensed charitable organization has a written agreement with the event operators, a copy of which must be submitted to AGLC upon request.
 - d) No new pull ticket units are to be opened unless there is a reasonable expectation they will be sold before the event ends.
 - e) All other terms and conditions are met.
- 3.1.4 Pull ticket sellers must not purchase tickets while on duty. Off duty sellers must not buy tickets from units they have sold or from any other unit they may know the status of.
- 3.1.5 The licensed charitable organization must not allow patrons to select their own pull ticket(s).
- 3.1.6 With traditional pull ticket units (except where tickets are pre-bundled), sellers must, in view of the public, empty each type of unit into a separate approved container and thoroughly mix the tickets. All sales must be made from the container, which:
- a) is clear and hard sided;
 - b) is equipped with security locks;
 - c) permits open viewing by buyers; and
 - d) can hold at least one unit of pull tickets.
- 3.1.7 New seal card units and bingo event tickets must be a different colour and serial number than the previously sold unit.

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3.1.8 When it appears all winning tickets of a value of \$5 and over have been paid, the licensed charitable organization has the option of removing the unit(s) from sale.

- a) All unsold and winning tickets must be sealed in a plastic bag. The unit's serial number and the date the bag is sealed must be placed on the bag.
- b) The bag must be kept in secure storage and must be retained for a minimum of six months.
- c) The unit(s) cannot again be put out for public play.

3.1.9 Except for seal card units and bingo event tickets, the licensed charitable organization must co-mingle all units. Co-mingling must be conducted as follows:

- a) Co-mingled units must be the same type, colour, and number of tickets per unit.
- b) If the licensed charitable organization wishes to change the type, colour, or number of tickets per unit being sold, the pull ticket container must be sold out completely before changing units.
- c) When a unit is approximately half-sold, an additional unit may be added to the pull ticket container and must be thoroughly mixed in with the remaining tickets.
- d) An entire unit must be added at one time and must be contained within the pull ticket container.
- e) Every four months and at the end of the licence period, each pull ticket container which has co-mingled units must be sold out completely, and sales and deposits reconciled for audit purposes.
- f) Pull ticket units containing a "seal card" feature must not be co-mingled.

3.1.10 Pull tickets with a "seal card" feature must be sold under the following conditions:

- a) Co-mingling of units is not allowed.

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- b) The seal card must be conspicuously posted in full view of the players at the location where the game is held, operated or conducted.
- c) Names of holders of pull tickets which contain the matching pre-designated symbols, letters or numbers on the seal card must be printed on the appropriate line, next to that symbol, letter or number on the seal card.
- d) The licensed charitable organization is responsible for obtaining sufficient information to locate the winner(s) if the winner(s) are not present when the seal(s) is removed.
- e) If the winner(s) cannot be located within 30 days of the seal card window(s) being opened, a Discrepancy Report must be submitted to AGLC, together with the licensed charitable organization's recommendation for disposition of the prize.
- f) When the seal card is completed and all tickets with a prize value of \$5 and over appear to have been sold, or all tickets have been sold, the seal may be removed to reveal the prize(s) and winning line(s). Any tickets not sold must be handled as required under Subsection 3.1.8.
- g) The seal(s) must be removed in the presence of two representatives of the licensed charitable organization. The representatives will acknowledge their presence by signing and dating the seal card. The seal card must form part of the pull ticket records and must be retained as per Subsection 6.1.3.
- h) If all tickets have been sold and the seal card has not been completed (i.e., all lines do not have a name), the seal(s) must be removed. If the winner(s) are blank lines, the licensed charitable organization must complete a Discrepancy Report to AGLC with a recommendation for disposition of the prize.

3.1.11 For licensed charitable organizations that conduct community bingo events, sales of bingo event ticket units must comply with the following:

- a) to ensure the sell-out of the unit during the bingo event, the size of the bingo event ticket unit(s) must be ordered according to the forecasted sales level for the bingo event;

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- b) new bingo event ticket units must not be opened for sale unless there is a reasonable expectation that the unit will be sold out during the bingo event. Opening and pre-bundling of pull tickets is permitted in accordance with the following:
- i) Pre-bundling of bingo event pull tickets must be done as follows:
 - bingo event pull ticket units may be opened and counted by two delegated individuals (staff or staff and volunteer) prior to an event;
 - bingo event pull ticket bundles must have 50 tickets per bundle;
 - both bundlers must sign that all tickets have been accounted for on the pull ticket unit control form which must remain in the unit; and
 - the bingo event pull ticket unit must be sealed with packing tape and initialled on the seal (in permanent marker) by both bundlers.
 - ii) Opening of a sealed bingo event pull ticket unit that was previously opened must be done as follows:
 - the previously opened and sealed pull ticket unit must be opened by two delegated individuals (staff or staff and volunteer);
 - the individuals identified above must verify that all bundles are present and sign the control form in the unit; and
 - the pull ticket unit control form must form part of the event paperwork.
 - iii) Bundling of bingo event pull tickets during an event is permitted to be done by two delegated individuals (staff or staff and volunteers).
- c) new bingo event ticket units must be of a different colour and serial number from the previously sold unit;
- d) co-mingling of bingo event ticket units is not allowed;

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- e) the bingo event ticket game card provided with the unit of tickets must be conspicuously posted in full view of the players and secured at the location where the game is conducted, as specified in the rules of play. Where the licensed charitable organization has the option to choose between one or more prize structures, the licensed charitable organization, prior to the start of ticket sales, must record the prize option chosen in permanent ink on the bingo event ticket game card. The licensed charitable organization must ensure that the option chosen is prominently displayed on the card and announced in a manner audible to all players present prior to the start of pull ticket sales;
- f) names and contact information of holders of hold cards may be printed on the appropriate line next to that number(s) on the bingo event ticket game card provided with the unit of pull tickets (front or back). The licensed charitable organization is responsible for obtaining sufficient information (name and contact information) to locate the winner(s) if the winner(s) is not present when the bingo game completing the bingo event ticket draw is completed;
- g) the bingo event ticket game may be played when:
 - i) all tickets from the unit have been sold (more than one bingo event ticket unit may be played per bingo game series, however, each unit should be of a different type of bingo event ticket or, if the same type of bingo event ticket, must be of a different colour and series number);
or
 - ii) in the exceptional circumstance where a unit was not completely sold out and the end of the bingo event is near:
 - for bingo event ticket units utilizing hold tickets containing a single bingo ball: the bingo event ticket game prize must be awarded pursuant to the method chosen by the licensed charitable organization as described in Subsection 3.1.11 h) i). If there is no winner using this method, the licensed charitable organization must draw an additional ball

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(which may or may not be needed in a licensed bingo game) to determine a winner. This procedure must be repeated until there is a winner; and

- for bingo event ticket units utilizing hold tickets that require patrons to cover a pre-determined pattern, the licensed charitable organization must award the bingo event game prize pursuant to the procedures described in Subsection 3.1.11 h) ii);
- h) bingo event ticket game prizes must be awarded using one of the following methods:
 - i) the prize is awarded to the player(s) holding the ticket bearing the bingo ball symbols matching the number called at a particular time or sequence in the bingo game (e.g., the first number called, the 15th number called, or the last number used to complete the winning pattern, etc.). The method used to determine the winner(s) of the bingo event ticket game prize(s) must be clearly identified on the bingo event ticket game card; or
 - ii) the prize is awarded to the first player(s) to daub a predetermined pattern of bingo ball symbols appearing on the player's bingo event ticket. The licensed charitable organization must verify, at the time a player claims to have won and before the prize is paid out, that the numbers covered on the bingo event ticket are of a winning arrangement. It may be possible to have multiple winners if a person declares a late win on the bingo event ticket game. Multiple winners must split the prize. Licensed charitable organizations must not require winners to have the last number called on their bingo event game ticket.

Note: The bingo caller must close bingo event ticket games using the procedures outlined in Community Bingo Terms & Conditions Section 5.2. In the case of a player complaint regarding the closure of a bingo event ticket game, AGLC will rule in favour of the player if these procedures are not followed.

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- i) the winning bingo ball(s) and the bingo game series in which the bingo event ticket unit was played (e.g., regular game series 5) must be recorded on the bingo event ticket game card provided with the unit of tickets and an executive member of the licensed charitable organization or delegate must sign and date the bingo event ticket game card acknowledging their agreement that the number(s) recorded on the card are correct. The bingo event ticket game card must be retained for a period of 30 days after the pull ticket licence expires; and
(Amended Apr 2023)
- j) if the winner(s) cannot be determined or located within seven days of the bingo event ticket game being played, a discrepancy report must be submitted to AGLC, with the licensed charitable organization's recommendation for disposition of the prize.

3.1.12 Winning tickets with a value of \$5 and over must be: *(Amended Apr 2023)*

- a) permanently defaced once the prize has been paid (e.g., such as with a black marker or hole punch); and
- b) retained until the pull ticket unit is reconciled or the unit is removed from sale at the discretion of an executive member of the licensed charitable organization or a delegate.
 - i) If there are no major discrepancies in the reconciliation (defined as total shortage exceeding \$100 per unit deposited), the winning tickets may then be destroyed.
 - ii) If major shortages appear, winning tickets must be retained and an executive member of the licensed charitable organization or a delegate must immediately report the shortages to AGLC by submitting a Discrepancy Report.

3.1.13 When a unit is sold out, the total cash received, the amount of the float must be removed, and any pull ticket unit shortage or overage amount must be recorded. The cash, including any overage, must be prepared for deposit. The float will be retained by the seller to continue sales.

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SUBJECT: SECURITY

POLICY

3.2.1 If paid sellers are responsible for pull ticket sales:

- a) AGLC recommends that once a unit has been assigned to a paid seller, only the assigned seller sell from the unit;
- b) all complete or partial units, not under a seller's control, must be kept in locked, secure storage; and
- c) separate, lockable storage areas must be provided to each seller. Sellers must store their cash box and partially sold units in this area. Keys to the seller's storage area must be kept only by the seller.

3.2.2 Keys to the storage area for new units must be kept only by an executive member of the licensed charitable organization or a delegate.

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SUBJECT: REGISTERED GAMING SUPPLIERS

POLICY

- 4.1.1 Registered gaming suppliers, while providing gaming supplies to a licensed charitable organization, must ensure that they and the supplies they provide comply with the *Gaming, Liquor and Cannabis Act* (GLCA), the Gaming, Liquor and Cannabis Regulation (GLCR), AGLC policies, and the terms and conditions of registration. Failure to do so may result in disciplinary action up to and including the suspension or cancellation of the registration.
- 4.1.2 Registered gaming suppliers must ensure charitable organizations are currently licensed with AGLC prior to providing gaming supplies.
- 4.1.3 Registered gaming suppliers must submit a sealed unit of all new pull ticket products to AGLC for approval prior to distributing them in Alberta.
- 4.1.4 If an additional game is added to an approved series or if approval is requested for another unit not previously approved for the series, the gaming supplier must provide a flair providing particulars of the new game to AGLC.
- 4.1.5 If any changes are made to the number of tickets per unit or the prize payouts, the gaming supplier must submit a new flair identifying such changes to AGLC.
- 4.1.6 AGLC reserves the right to request a sample of any unit at any time from a registered gaming supplier.
- 4.1.7 Registered gaming suppliers must pay AGLC for the licence fees collected and submit a monthly report of pull ticket sales and copies of invoices related to each monthly batch by the 20th of the following month in which pull ticket units were sold to a licensed charitable organization. The monthly report must include:
- a) identification number of the licensed charitable organization;
 - b) pull ticket licence number;
 - c) game type code as provided by AGLC;
 - d) date of sale;
 - e) number of units sold;
 - f) price per unit;

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SECTION: REGISTERED GAMING SUPPLIERS
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g) licence fees collected; and
h) batch number.

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SECTION: GAMING PROCEEDS AND EXPENSES

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SUBJECT: GAMING PROCEEDS AND EXPENSES

POLICY

- 5.1.1 Gaming proceeds must be spent only on approved uses. The policies established for the use, disbursement, and retention of gaming proceeds are contained in the Charitable Gaming Policies Handbook which may be accessed at aglc.ca.
- 5.1.2 Up to 10 per cent of the net revenue may be used for the actual administrative costs incurred from selling pull tickets including wages for sellers. Net revenue equals gross revenue less prize payouts and unit costs, including GST.
- 5.1.3 A separate pull ticket bank account must be established. The account must have chequing privileges, and monthly return of cheques that have cleared the bank account/digital image cheques. All revenue, after prizes are paid, must be deposited into this account, and all payments must be made in accordance with AGLC's approved methods of payment outlined in Section 4.4 of the Charitable Gaming Policies Handbook.
- 5.1.4 It is recommended that deposits are made only after the pull ticket unit is sold and balanced, and that the unit number be written on the deposit slip for reconciliation purposes.

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SECTION: REPORTS AND RECORDS

NUMBER: 6.1

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POLICY

- 6.1.1 The licensed charitable organization is required to complete the following event control and summary forms which are subject to review and/or audit by AGLC:
- a) Pull Ticket Inventory Reconciliation (Form 5437) must be completed on a quarterly basis; and
 - b) Pull Ticket Inventory and Sales Record (Form 5535) must be completed for each pull ticket unit sold.
- 6.1.2 AGLC will forward gaming financial reports to the licensed charitable organization. The licensed charitable organization has 60 days from the mailout date to complete and return the reports.
- 6.1.3 All pull ticket records must be kept for a minimum of two years after submission of the financial report. Other reporting bodies may require records to be retained for longer.
- 6.1.4 AGLC must be given access to all areas where pull tickets are sold or kept and must be allowed to view and make copies of all records related to pull tickets. This includes any location where records may be kept. AGLC may remove these records for further examination.
- 6.1.5 The financial books and records of a licensed charitable organization are subject to review and/or audit by AGLC and must be maintained in a manner acceptable to AGLC. See Section 4.1 of the Charitable Gaming Policies Handbook for more detailed information.

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