



Loto-Québec's Responsible Commercialization Actions to Foster Low-Risk Gambling

We take action at every step of our process

Loto-Québec has implemented several measures to foster low-risk gambling at every step of its commercialization process. These measures are, first and foremost, for players; through them, we inform players, raise their awareness and, if needed, support them. These measures also apply to developing the games we offer, our network partners and our gambling environments.



Read below to learn about the measures we implemented for each of our games.

Games on lotoquebec.com

- 1 When a person opens an account, their **age is confirmed to protect minors**. Furthermore, once the account is open, we send a confirmation by mail to the name and residence of the person who created the account.
- 2 **Players must set a weekly deposit limit** when opening their account.
- 3 They can also set **voluntary gambling time and money loss limits** (daily, weekly or monthly) at any time.
- 4 **Breaks** from gambling—ranging from 1 to 89 days—are also available to players.

- 5 Any player who requests it can enrol in the gaming website's **self-exclusion program**. By enrolling in the self-exclusion program, the player authorizes Loto-Québec to block their access to their lotoquebec.com account for a period of their choice. The Gambling: Help and Referral helpline service is offered to support every player who enrolls in the self-exclusion program.
- 6 A person can also ask Loto-Québec to block their access to open a lotoquebec.com account.
- 7 Players can see the following information in their account anytime: time played, amount spent, amount remaining and gaming history.
- 8 A pop-up window appears **every hour in several games** to show the time played and wins or losses. It also asks players if they want to continue playing or to stop.
- 9 **Return to player rates, payout tables and odds** are always available.
- 10 **Return-to-player rates on demo games are the same** as those for games played with real money.
- 11 Several games feature **a tab** on their home interface **that leads to information fostering low-risk gambling**.
- 12 **Awareness-raising messages and promotions** related to low-risk gambling measures regularly appear on our homepage carousel and secondary banners.
- 12 The **Gambling: Help and Referral** helpline number is permanently displayed.
- 13 The customer service team can call upon other professionals and offer **24/7 support to players** in distress by triggering the support chain, a process designed to provide assistance to players whose behaviour causes concern.



14 During promotions, **the maximum award in betting money is \$500**. Any prize amount beyond this limit can be withdrawn as cash by the promotion winner.

Sports Betting

- 1 The same measures fostering low-risk gambling that apply to other games on lotoquebec.com also apply to sports betting. **Promotions and adapted awareness-raising messages** are regularly posted on the Mise-o-jeu+ website.
- 2 Our gaming locations and some partner locations feature sports betting terminals. Responsible gambling measures are front and centre on these terminals in terms of signage (physical and digital) and game settings:
 - Every terminal mentions the Gambling: Help and Referral helpline on both sides.
 - The terminal's top screen displays awareness-raising messages.
 - The betting screen shows a static awareness-raising message.
 - The maximum wager is set to \$100 per bet.



Video Lottery Terminals (VLTs)

- 1 **VLT access is prohibited to people under 18**, given that the terminals are located in bars with liquor licences. In multi-game locations with liquor licences, such as bowling alleys, VLTs are situated in an area that is off-limits to minors.
- 2 **All VLTs have features that promote low-risk gambling:**
 - Game screens permanently display a clock.
 - Players must enter their playing time, up to 60 minutes, before playing.
 - Players can insert a maximum of \$100.
 - Cash-out tickets print automatically when a player's bank reaches or exceeds \$1,000.
 - The player's bank is displayed in dollars or credits.
 - There is a five-second gap between games.

- Terminals automatically deactivate outside of authorized opening times.
- A menu explains chance and misconceptions about games of chance.
- The Gambling: Help and Referral helpline number is displayed.

3 The **Code of Responsible Commercialization for Video Lottery Terminals** includes several commitments bar owners must make. This Code is permanently posted at video lottery locations. Mystery customers and authorized representatives visit locations to ensure owners and staff assigned to VLTs abide by the code.

- ATMs must be located away from the VLT operation area.
- Players are not allowed to play on more than one terminal at a time.
- Retailers must not loan or advance funds or extend credit to customers—in any way—to play video lottery.

4 An employee who has taken the *Video Lottery Terminals: Understanding Chance and the Key Role You Play* training course must always be present at the location to guide customers toward appropriate support resources if needed.

Casinos and Gaming Halls

1 **Access to all our gaming locations is restricted to guests 18 or older.** Anyone who looks 25 or younger may have to show a government-issued photo ID as proof of age.

2 **No credit is extended to customers** in whatever form.

3 All our gaming locations have a ***Bien jouer* area**. There, customers are informed on how games work and what risks are associated with them, the crucial role of chance in their outcome and low-risk gambling practices.

4 **All employees take a mandatory responsible gambling training course.** Specific employees also take **other training courses** to help them identify and support players experiencing difficulties or in distress.



- 5 All employees serving alcohol must take a mandatory training course on responsible service.
- 6 The **Gambling: Help and Referral** helpline number is displayed on several slot machines.
- 7 Any player who requests it can enrol in the self-exclusion program. By enrolling in the **self-exclusion program**, the player authorizes Loto-Québec to block their access to casinos and gaming halls for a period of their choice. In addition, the player commits to not visiting the casinos and gaming halls from which they've self-excluded. Access to their lotoquebec.com account will be blocked for the same timeframe, and they won't be able to create a new account while they're self-excluded. Loto-Québec won't send any communications (including Casino Privilèges messages) while the player is self-excluded and for one year after the self-exclusion period has ended. The player will also be offered the opportunity to speak to a Gambling: Help and Referral counsellor.
- 8 For players in distress, a **crisis intervention service** is implemented in cooperation with partners from the regional health and social services network.
- 9 Any employee can trigger the **support chain**, which helps identify and support players whose behaviour raises concerns.



Lottery Games

- 1 All our advertisements, publications, websites, gambling equipment at points of sale and packaging of products intended for retailers feature the **18+ logo**. The following sentence appears on our products: Selling lottery tickets to minors is against the law.
- 2 **Administrative measures for retailers and their staff** have been put in place should the law forbidding the sale of lottery tickets to minors not be complied with. These measures are applied through the ***lci, on carte!*** program.



- 3 The **Gambling: Help and Referral** helpline number is printed on the back of all our scratch tickets and draw-based lottery tickets sold at point-of-sale terminals.
- 4 **Return to player rates** for products offered at points of sale are available on our website and upon request.
- 5 The **odds** are printed on all scratch tickets and posted on our website. The odds for a draw-based lottery game at a terminal are shown in the Gaming Info, which is available at points of sale.
- 6 Anyone selling lottery games must take **mandatory training courses** such as *Accès+*, which must be renewed annually.

Bingo and Kinzo

- 1 Access to network bingo and Kinzo halls is restricted to guests 18 or older.
- 2 The 18+ logo is posted at the halls' entrances and appears on most equipment players use.
- 3 **No credit** is extended to customers—in any way—to play bingo or Kinzo.
- 4 **Awareness-raising messages** are displayed on-screen in the halls, including the Gambling: Help and Referral helpline number, which also appears on the equipment players use.
- 5 Kinzo halls are all equipped with **a clock** so players can keep track of time.
- 6 Kinzo hall managers and their staff are invited to watch the videos on responsible gambling online.



Our actions have been recognized with the highest international certification level.

In December 2023, the World Lottery Association renewed Loto-Québec's Level 4 certification—the highest level of accreditation in responsible gambling—acknowledging that responsible gambling practices are central to our operations. The recognition, valid for three years, is granted by an independent assessment panel of experts and is a testament to our responsible gambling practices and their continuous improvement.

Looking to the Future

Even though our measures fostering low-risk gambling habits have been recognized, we strive to remain responsible gambling and commercialization leaders by continuously improving our practices, which are supported by evidence and guided by our four core values of simplicity, closeness, boldness and integrity.