

<b>Gaming Policy and Enforcement Branch</b> <b>Compliance Division – Charitable Gaming Audit</b> <b>REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE EVENT REVIEW</b>					<b>Date:</b>	February 17, 2017
					<b>Prepared By:</b>	Auditor
					<b>Reviewed By:</b>	Reviewer
<b>Org #:</b>	111937	<b>Char #:</b>	8744	<b>Licence Period:</b>	May 1, 2016 to Sep 12, 2016 (Regular Raffle) May 2, 2016 to Sep 12, 2016 (50/50 Raffle)	
<b>Licensee:</b>	<b>Pacific National Exhibition</b>					
<b>Type of Review:</b>	Compliance Audit			<b>Licence #:</b>	83387/83388	
<b>Sector:</b>	Arts and Culture					
<b>Type of Gaming Access:</b>		Licensed Gaming – Registered Raffle (Regular Ticket Raffle and Percentage Draw)				
<b>Gaming Activity:</b>			<b>Regular Raffle 83387</b>		<b>50/50 Raffle 83388</b>	
<b>Gross Revenue</b>						
Total sales			\$ 4,098,746.00		\$ 966,050.00	
GST recovery			\$ 66,827.89		\$ 4,989.90	
Interest income						
<b>Total Gross Revenue</b>			\$ 4,165,573.89		\$ 971,039.90	
<b>Prize Costs</b>						
Cash prizes			\$ 231,000.00		\$ 483,025.00	
Cost of merchandise prizes			\$ 1,211,071.96			
<b>Total Cost of Prizes</b>			\$ 1,442,071.96		\$ 483,025.00	
Donated prizes			\$ 205,567.19			
<b>Event-Related Expenses</b>						
Advertising costs			\$ 392,096.60		\$ 162,317.70	
Wages			\$ 262,571.00		\$ 51,268.00	
Drafting services			\$ 2,114.00			
Contract fees for gaming services providers						
Printing costs			\$ 17,349.00		\$ 9,702.00	
Postage and mailing costs			\$ 151,748.00		\$ 51,528.00	
Miscellaneous supplies for the gaming event			\$ 3,073.00			
Bank charges			\$ 73,682.00		\$ 20,655.00	
Other			\$ 97,821.39		\$ 14,875.81	
Cash (over)/short			\$ 69.00			
<b>Total Event-Related Expenses</b>			\$ 1,000,523.99		\$ 310,346.51	
Expenses as a percentage of gross revenue			24.02%		31.96%	
<b>Net Gaming Proceeds</b>			\$ 1,722,977.94		\$ 177,668.39	

This document is the property of the Gaming Policy and Enforcement Branch (Compliance Division). It is confidential and shall not be released or disclosed in whole or part without the prior consent of the General Manager or a delegated authority.

### **Audit Findings**

For the gaming event licences reviewed, we did not identify any instances of non-compliance.

### **Recommendations for Compliance Enhancement**

No recommendations at this time.

<b>Gaming Policy and Enforcement Branch</b> <b>Compliance Division – Charitable Gaming Audit</b> <b>REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE EVENT REVIEW</b>				<b>Date:</b>	Feb 24, 2017
				<b>Prepared By:</b>	Auditor
				<b>Reviewed By:</b>	Reviewer
<b>Org #:</b>	111937	<b>Char #:</b>	8772	<b>Licence Period:</b>	Aug 20, 2016 – Sep 6, 2016
<b>Licensee:</b>	<b>Pacific National Exhibition</b>				
<b>Type of Review:</b>	Compliance Audit			<b>Licence #:</b>	83545
<b>Sector:</b>	Arts & Culture				
<b>Type of Gaming Access:</b>	Licensed Gaming – Class C Wheel of Fortune				

<b>Gaming Activity:</b>	<b>Per GERR</b>	<b>As Audited</b>
<b>Gross Revenue</b>		
Total sales	\$ 397,785.00	\$ 397,785.00
GST recovery	\$ 341.05	\$ 341.05
Interest income		
<b>Total Gross Revenue</b>	\$ 398,126.05	\$ 398,126.05
<b>Prize Costs</b>		
Cash prizes		
Cost of merchandise prizes		
<b>Total Cost of Prizes</b>	\$ -	\$ -
Donated prizes		
<b>Event-Related Expenses</b>		
Advertising costs	\$ 2,323.00	\$ 2,323.00
Wages	\$ 97,987.00	\$ 97,987.00
Facility rental related to the gaming event	\$ 8,610.00	
Bingo paper	\$ 37,940.00	
Contract fees for gaming services providers	\$ 1,975.00	
Printing costs	\$ 1,085.00	
Postage and mailing costs	\$ 588.00	
Miscellaneous supplies for the gaming event		
Bank charges		
Other (Event expenses)	\$ 3,216.00	\$ 53,414.00
Cash (over)/short		
<b>Total Event-Related Expenses</b>	\$ 153,724.00	\$ 153,724.00
Expenses as a percentage of gross revenue	38.61%	38.61%
<b>Net Gaming Proceeds</b>	\$ 244,402.05	\$ 244,402.05

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### **Audit Findings**

For the period reviewed, we identified the following instances of non-compliance:

1. s.15
2. The organization submitted a Gaming Event Revenue Report that was completed incorrectly. Expenses for the event preparation and tear down were not reported in the correct category resulting in a misleading report.

### **Recommendations for Compliance Enhancement**

Based on our findings, we recommend the organization implement the following corrective actions:

1. s.15
2. The organization should resubmit an amended version of the Gaming Event Revenue Report to the Licensing Division within 60 days of this report being finalized. Event expenses that do not easily fit into a category listed on the report should be included in the “Other” expense category with a detailed list of expenses attached.

### **Organization’s Comments**

The organization responded with a letter dated February 20, 2017, in which they indicated an understanding of the issues and committed to the implementation of the audit recommendations. A copy of the letter is attached.

## **Internal Complaint Form**

Date:	September 12, 2017		
Complainant:	s.22		
Email:			
Organization:	PNE		
Organization #:	111937		
Char #:	9060		
Gaming Event Licence #:	93961/93962		

### **Details of Complaint**

<p>Email received September 11, 2017 from s.22</p> <p>“I purchased pne prize home tickets at a Save On Foods on August 1st and have not received them as of today.</p> <p>I contacted the PNE beginning of September advising them of this issue and still no receipt of tickets issued. All I have is the carbon copy receipt from Save On saying I purchased \$60 worth</p> <p>Is there an audit system of these lotteries to ensure that every individual who legitimately bought tickets is actually entered?</p> <p>Can you please steer me in the right direction as to where I can file a complaint regarding this particular lottery?”</p>	
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### **Scope of Analysis**

<p>To determine whether tickets were processed and entered into the barrel for the draws. Auditor will contact Cynthia Kwon, Gaming Manager at PNE, and provide complainant with details of her ticket numbers and date of processing.</p>
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### **Action Taken**

<p>Auditor contacted Cynthia Kwon on September 12, 2017, to confirm whether tickets were processed and mailed out to complainant. Cynthia confirmed tickets were processed on August 21, 2017, and mailed out shortly after to the address provided by complainant. Cynthia also confirmed complainant had been in touch with them on September 1, 2017, and they confirmed via email that her tickets had been processed and the stubs were mailed out. It can take up to three weeks for Canada Post mail delivery. Cynthia provided auditor with ticket</p>
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numbers for the tickets the complainant purchased.

Auditor emailed complainant on September 12, 2017, and provided her with details. As of September 13, 2017, the complainant has not emailed back with any further issues or questions.

Please see all attached correspondence between Auditor and Cynthia Kwon, and email sent by Auditor to complainant.

Harmeet Johal  
Charitable Gaming Auditor

## Internal Complaint Form

Date:	September 13, 2017
Complainant:	s.22
Email:	
Organization:	PNE
Organization #:	111937
Char #:	9062
Gaming Event Licence #:	93961/93962

### Details of Complaint

Email received September 13, 2017 from s.22

"I'm curious why PNE didn't send out actual tickets or even ticket numbers.

All I received was an order # (below). However, the prize draws numbers were in a different format (9904708-12)

I contacted PNE through email a few weeks ago and they didn't not respond. I called day of the main draw and person said they don't send out tickets.

Question is, how do I know I actually got a ticket? seems like someone else could have played for me without me even knowing."

### Scope of Analysis

To determine whether tickets were processed and provide complainant with details of ticket numbers and receipt. Auditor will contact Cynthia Kwon, Gaming Manager for details.

### Action Taken

Auditor contacted Cynthia Kwon on September 13, 2017, to confirm whether tickets were processed and receipt mailed out to complainant. Cynthia confirmed tickets were processed on August 16, 2017, and emailed to s.22 (email on file). Cynthia informed auditor that complainant had chosen to have his receipt emailed to him, and it most likely went to the junk mail/spam folder. Cynthia provided auditor with ticket numbers for the tickets the complainant purchased, and said she would also email the complainant with a copy of his receipt.

Auditor emailed complainant on September 13, 2017, and provided him with details. The complainant emailed auditor back on the same day and confirmed the receipt was in fact in his junk mail folder. The complainant is satisfied with our response and issue is resolved.

Please see attached email correspondence.

Harmeet Johal  
Charitable Gaming Auditor



<b>Gaming Policy and Enforcement Branch</b> <b>Compliance Division – Charitable Gaming Audit</b> <b>REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE COMPLIANCE REVIEW</b>					<b>Date:</b>	Jan 15, 2018
					<b>Prepared By:</b>	Auditor
					<b>Reviewed By:</b>	Reviewer
<b>Org #:</b>	111937	<b>Char #:</b>	9121	<b>Licence Period:</b>	Aug 19, 2017 – Sep 4, 2017	
<b>Licensee:</b>	Pacific National Exhibition					
<b>Type of Review:</b>	Compliance Audit				<b>Licence #:</b>	93963
<b>Sector:</b>	Arts & Culture					
<b>Type of Gaming Access:</b>		Licensed Gaming – Registered Raffle (Wheel of Fortune)				

<b>Gaming Activity:</b>	<b>Per GERR</b>		<b>As Audited</b>	
<b>Gross Revenue</b>				
Total sales	\$	436,744.00	\$	436,744.00
GST recovery	\$	575.20	\$	575.20
Interest income				
<b>Total Gross Revenue</b>	\$	437,319.20	\$	437,319.20
<b>Prize Costs</b>				
Cash prizes				
Cost of merchandise prizes				
<b>Total Cost of Prizes</b>	\$	-	\$	-
Donated prizes				
<b>Event-Related Expenses</b>				
Advertising costs	\$	4,898.00	\$	4,898.00
Wages	\$	99,888.00	\$	99,888.00
Facility rental related to the gaming event	\$	11,484.00	\$	11,484.00
Contract fees for gaming services providers				
Printing costs				
Postage and mailing costs	\$	1,213.00	\$	1,213.00
Miscellaneous supplies for the gaming event	\$	4,764.00	\$	4,764.00
Bank charges				
Other	\$	31,855.00	\$	31,855.00
Cash (over)/short	\$	(66.00)	\$	(66.00)
<b>Total Event-Related Expenses</b>	\$	154,036.00	\$	154,036.00
Expenses as a percentage of gross revenue		35.22%		35.22%
<b>Net Gaming Proceeds</b>	\$	283,283.20	\$	283,283.20

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### Audit Findings

For the date reviewed, we identified the following instances of non-compliance:

1. s.15

2. s.15

§.15

s.15 The numbers should be displayed in such a manner that surveillance can clearly see the writing/numbers on each bag/box when they are being placed into the cash cage.

### *Recommendations for Compliance Enhancement*

Based on our findings, the following actions would increase compliance:

- 1 s.15

2. All transactions within the count room/cash cage must be recorded with sufficient clarity to permit identification of employees, movements and activities. s.15  
s.15

### Organization's Comments

The organization responded with a letter dated January 5, 2018, in which they indicated an understanding of the issues and committed to the implementation of the audit recommendations. A copy of the letter is attached.



January 15, 2018

ORG #: 111937

CHAR #: 9121

Aubrie Ederer, Acting Manager, Gaming  
Pacific National Exhibition  
2901 East Hastings Street  
Vancouver, BC V5K 5J1

Via Email: [aederer@pne.ca](mailto:aederer@pne.ca)

Dear Aubrie:

We have completed the compliance audit on the conduct and management of your organization's Registered Ticket Raffle licence #93963 for the period August 19, 2017 to September 4, 2017. A copy of the final audit report is attached for your information. Your response to the draft report has been included in the file.

While instances of non-compliance identified in the audit report may jeopardize ongoing eligibility for gaming access, eligibility for both grants and licences is determined solely by the Community Supports Division or Licensing, Registration and Certification Division, respectively.

Please contact me if you have any questions regarding the compliance audit report. Thank you for your cooperation.

Gaming regulation, procedures, conditions, documents and application forms are available at [www.gov.bc.ca/gambling](http://www.gov.bc.ca/gambling).

Sincerely,

Dallas Smithson, CPA, CGA  
Audit and Compliance  
Telephone: 604-775-1196 Email: [Dallas.Smithson@gov.bc.ca](mailto:Dallas.Smithson@gov.bc.ca)

Enclosure

<b>Gaming Policy and Enforcement Branch</b> <b>Compliance Division – Charitable Gaming Audit</b> <b>REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE EVENT REVIEW</b>					<b>Date:</b>	May 9, 2018
					<b>Prepared By:</b>	Auditor
					<b>Reviewed By:</b>	Reviewer
<b>Org #:</b>	111937	<b>Char #:</b>	9176	<b>Licence Period:</b>	May 1, 2017 – Sep 11, 2017	
<b>Licensee:</b>	Pacific National Exhibition					
<b>Type of Review:</b>	Compliance Audit			<b>Licence #:</b>	93961/93962	
<b>Sector:</b>	Arts & Culture					
<b>Type of Gaming Access:</b>		Licensed Gaming – Registered Raffle (Class C)				

<b>Gaming Activity:</b>	<b>Per Raffle GERR</b>	<b>Per 50/50 GERR</b>
<b>Gross Revenue</b>		
Total sales	\$ 5,019,537.00	\$ 858,490.00
GST recovery	\$ 82,227.05	\$ 4,592.52
Interest income		
<b>Total Gross Revenue</b>	\$ 5,101,764.05	\$ 863,082.52
<b>Prize Costs</b>		
Cash prizes	\$ 80,000.00	\$ 429,245.00
Cost of merchandise prizes	\$ 1,609,948.00	
<b>Total Cost of Prizes</b>	\$ 1,689,948.00	\$ 429,245.00
Donated prizes	\$ 213,271.22	
<b>Event-Related Expenses</b>		
Advertising costs	\$ 398,788.60	\$ 156,062.10
Wages	\$ 266,398.00	\$ 39,582.00
Facility rental related to the gaming event		
Contract fees for gaming services providers		
Printing costs	\$ 17,914.00	\$ 10,430.00
Postage and mailing costs	\$ 170,897.00	\$ 39,253.00
Miscellaneous supplies for the gaming event	\$ 2,779.00	
Bank charges	\$ 97,355.00	\$ 18,357.00
Other (Honoraria/Commission)	\$ 91,037.61	\$ 12,392.05
Cash (over)/short		
<b>Total Event-Related Expenses</b>	\$ 1,045,169.21	\$ 276,076.15
Expenses as a percentage of gross revenue	20.49%	31.99%
<b>Net Gaming Proceeds</b>	\$ 2,366,646.84	\$ 157,761.37

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### **Audit Findings**

For the date reviewed, we identified the following instances of non-compliance:

1. The organization used electronic transfers and/or automated debits from the gaming account without written authorization from its board of directors. Section 22(d) of the *Conditions for a Class C Gaming Event Licence* states, “Only use electronic transfers and/or automated debits from the gaming fund bank account where the board of directors has authorized the transactions in writing. This authorization must specify the purpose and maximum dollar amount permitted.”

### **Recommendations for Compliance Enhancement**

Based on our findings, the following actions would increase compliance:

1. Ensure electronic transfers and/or automated debits are only used where the board of directors has authorized the transactions in writing, and the authorization specifies the purpose and maximum dollar amount permitted.

### **Organization’s Comments**

The organization responded with a letter dated April 27, 2018. In the correspondence the organization addressed each of the issues and provided clarification that resulted in the removal of one audit finding. A copy of the letter is attached.



May 9, 2018

ORG#: 111937

CHAR#: 9176

Aubrie Ederer, Manager, Gaming  
Pacific National Exhibition  
2901 East Hastings Street  
Vancouver, BC V5K 5J1

Via Email: [aederer@pne.ca](mailto:aederer@pne.ca)

Dear Aubrie:

We have completed the compliance audit on the conduct and management of your organization's Registered Ticket Raffle licence #93961, for the period May 1, 2017 to September 11, 2017. A copy of the final audit report is attached for your information. Your response to the draft report has been included in the file.

While instances of non-compliance identified in the audit report may jeopardize ongoing eligibility for gaming access, eligibility for both grants and licences is determined solely by the Community Gaming Grant Branch or Licensing, Registration and Certification Division, respectively.

Please contact me if you have any questions regarding the compliance audit report. Thank you for your cooperation.

Gaming regulation, procedures, conditions, documents and application forms are available at [www.gov.bc.ca/gambling](http://www.gov.bc.ca/gambling).

Sincerely,

Dallas Smithson, CPA, CGA  
Audit and Compliance  
Telephone: 604-775-1196 Email: [Dallas.Smithson@gov.bc.ca](mailto:Dallas.Smithson@gov.bc.ca)

Enclosure

<b>Gaming Policy and Enforcement Branch</b> <b>Compliance Division – Charitable Gaming Audit</b> <b>REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE EVENT REVIEW</b>				<b>Date:</b>	November 28, 2018
				<b>Prepared By:</b>	Auditor
				<b>Reviewed By:</b>	Reviewer
<b>Org #:</b>	111937	<b>Char #:</b>	9341	<b>Date of Review:</b>	August 24, 2018
<b>Licensee:</b>	Pacific National Exhibition				
<b>Type of Review:</b>	Event Review			<b>Licence #:</b>	103632
<b>Sector:</b>	Arts & Culture				
<b>Type of Gaming Access:</b>	Class C Registered Raffle (Wheel of Fortune)				

### **Audit Finding**

For the date reviewed, we identified the following instance of non-compliance:

1. s.15

### **Recommendation for Compliance Enhancement**

Based on our finding, the following action would increase compliance:

1. s.15

### **Organization's Comments**

The organization responded with a letter dated October 22, 2018, in which they committed to addressing the issue raised during the audit. A copy of the letter is attached.

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<b>Gaming Policy and Enforcement Branch</b> <b>Compliance Division – Charitable Gaming Audit</b> <b>REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE EVENT REVIEW</b>				<b>Date:</b>	October 17, 2018
				<b>Prepared By:</b>	Auditor
				<b>Reviewed By:</b>	Reviewer
<b>Org #:</b>	111937	<b>Char #:</b>	9342	<b>Date of Review:</b>	September 10, 2018
<b>Licensee:</b>	Pacific National Exhibition				
<b>Type of Review:</b>	Event Review			<b>Licences #:</b>	104615/103874
<b>Sector:</b>	Arts & Culture				
<b>Type of Gaming Access:</b>	Class C Registered Raffle				

### **Audit Finding**

For the date reviewed, we identified the following instance of non-compliance:

1. The organization's social media advertising (Facebook) used a photo depicting minors, which does not meet the Advertising and Marketing Standards for Gambling in British Columbia.

Appendix A of the *Standard Procedures for Ticket Raffles* states in part:

Advertising and marketing materials must not

- Use individuals who are, or appear to be, minors to promote gambling.

### **Recommendation for Compliance Enhancement**

Based on our finding, the following action would increase compliance:

1. Ensure future ticket raffle advertising meets the criteria pertaining to minors as outlined in Appendix A of the *Standard Procedures for Ticket Raffles*.

### **Organization's Comments**

The organization responded with a letter dated October 11, 2018, in which they indicated an understanding of the issues and committed to the implementation of the audit recommendations. A copy of the letter is attached.





## Gaming Policy and Enforcement Branch

### Internal Complaint Form

Date:	September 12, 2018		
Complainant:	s.22		
Phone Number:			
Organization:	Pacific National Exhibition (PNE)		
Organization #:	111937		
Char #:	9345		
Gaming Event Licence #:	104615 / 103874		

### Details of Complaint

Auditor received an email from Allison Lambie, Gaming Investigator, regarding a phone conversation she had with the complainant. The following was part of the email:

*At 1422 hours, 2018-09-12 SPC LAMBIE spoke with s.22 She advised that she attended Save on Foods store #903 located in South Surrey on 2018-09- s. She purchased 1 set of 15 PNE Prize Home tickets for \$100, and 1 set of 50/50 tickets for \$30. They obtained her information and told her they would send her ticket numbers via email. She requested they be sent by regular mail. To date she has not received the numbers. She is still has the receipt for the purchase in her possession. This is the second year this has happened to her.*

s.22

### Scope of Analysis

The auditor will contact the PNE to obtain information about the ticket order and how ticket orders of this nature are handled.

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Ministry of Attorney General

Gaming Policy and  
Enforcement Branch  
Compliance Division

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Lower Mainland Regional Office  
220 – 4370 Dominion Street  
Burnaby BC V5G 4L7

Telephone: (604) 660-0245  
Facsimile: (604) 660-0267  
Web: [www2.gov.bc.ca](http://www2.gov.bc.ca)

## **Action Taken**

The Auditor contacted Aubrie Ederer, Manager of Gaming at the PNE about this specific situation. The Auditor requested documentation supporting the ticket order as well as the receipt which would have been sent to the complainant.

The PNE provided a copy of the receipt which was emailed to the complainant along with a copy of the ticket order form which was completed at Save on Foods as described by the complainant. While the complainant stated that they did not wish to have the ticket numbers (receipt) sent to them by email, the check box on the order form for receipts to be emailed was selected. As a result, the PNE sent the receipt to the complainants email address.

The PNE stated that they have had been trying to educate the public to check their junk mail folders within email accounts as the emails are sometimes put there but the email service provider.

The Auditor followed up with the complainant and sent the copy of the receipt with their ticket numbers as well as a copy of the completed order form. The Auditor explained that the receipts are emailed whenever the check box is filled out and mailed when it is not.

The complainant acknowledged the process with a thank you email. No further work completed.



## Gaming Policy and Enforcement Branch

### Internal Complaint Form

Date:	September 28, 2018		
Complainant:	s.22		
Phone Number:			
Organization:	Pacific National Exhibition (PNE)		
Organization #:	111937		
Char #:	9354		
Gaming Event Licence #:	104615 / 103874		

### Details of Complaint

The complainant contacted GPEB stating that he never received his ticket numbers for the PNE Prize Home Lottery. The complainant stated that he received a purchase confirmation email which he provided to the Investigator after a discussion of the situation. A copy of the details of their conversation is on file. Complaint was then passed to Audit from Investigations.

### Scope of Analysis

Review the ticket confirmation and contact PNE to obtain a copy of the ticket receipt.

### Action Taken

The Auditor contacted the complainant on September 28, 2018 via email to ask if he had checked his junk mail folder for the ticket receipt as Gmail had been dumping PNE emails to junk mail. The Auditor also explained that the ticket confirmation and ticket purchase receipt were two separate documents that would be emailed at different times. The Auditor also explained that the ticket numbers would be located on the ticket receipt. The complainant responded that he did not receive anything.

The Auditor followed up with the Manager of Gaming at the PNE to request a copy of the complainants ticket receipt. The PNE also provided the Auditor with a copy of an email sent to the complainant responding to an email the complainant sent to the PNE asking about his tickets. A copy of that email is on file. It explains the reason why the email was in all likelihood sent to

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Ministry of Attorney General

Gaming Policy and  
Enforcement Branch  
Compliance Division

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junk mail due to issues with Gmail flagging PNE Lottery emails and provided him with another copy of the ticket receipt (with ticket numbers).

The Auditor sent a follow up email to the complainant on September 28, 2018 explaining again what had happened and provided another copy of the receipt (with ticket numbers) for his records. The complainant did not respond to the email.

The Auditor deems the issue to be resolved and no further action is required.



## **Gaming Policy and Enforcement Branch**

### **Internal Complaint Form**

Date:	November 28, 2018		
Complainant:	s.22		
Phone Number:			
Organization:	Pacific National Exhibition (PNE)		
Organization #:	111937		
Char #:	9376		
Gaming Event Licence #:	104615 / 103874		

### **Details of Complaint**

The complainant contacted GPEB stating that she never received her ticket numbers for the PNE Prize Home Lottery. The complainant stated that she received a purchase confirmation email which she provided to the Investigator. The complainant stated she contacted the PNE Prize Home Lottery via email and Facebook. The PNE did not respond to her satisfaction. A copy of the ticket purchase confirmation email is on file, as well as her email and Facebook posts. Complaint was then passed to Audit from Investigations.

### **Scope of Analysis**

Review the ticket confirmation and contact PNE to obtain a copy of the ticket receipt.

### **Action Taken**

The Auditor followed up with the PNE Manager of Gaming to request a copy of the complainant's ticket receipt. The PNE provided the Auditor with a copy of the ticket receipt, along with a copy of the email that was sent to the complainant. A copy of that email is on file. The PNE's response explains the reason why the email was in all likelihood sent to junk mail due to issues with Gmail flagging PNE Lottery emails and provided him with another copy of the ticket receipt (with ticket numbers).

The Auditor sent a follow up email to the complainant on November 29, 2018 explaining what happened and provided another copy of the receipt (with ticket numbers) for her records. The

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Ministry of Attorney General

Gaming Policy and  
Enforcement Branch  
Compliance Division

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Telephone: (604) 660-0245  
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Web: [www2.gov.bc.ca](http://www2.gov.bc.ca)

complainant responded and said she did not find the email in her junk folder but was happy to receive the ticket numbers.

The Auditor deems the issue to be resolved and no further action is required.