



A Game of Trust
By the numbers – Fact sheet

ONTARIO LOTTERY AND GAMING CORPORATION

History: Created as Ontario Lottery Corp. in 1975; merged with Ontario Casino Corp. in 2000; rebranded as “OLG” in 2006

Retailers: About 11,000 locations; OLG estimates of staff vary from 106,185 to 175,000

Total revenue in fiscal 2005-06: \$6.36 billion

Gross from lotteries in fiscal 2005-06: \$2.4 billion

Net lottery/bingo profits transferred to province in fiscal 2005-06: \$737 million

Lottery/bingo prize payouts in fiscal 2005-06: \$1.26 billion

Commissions paid to retailers in fiscal 2005-06: \$165 million

RECENT SPENDING BY OLG

Bob Edmonds case: \$200,000 in settlement; \$629,600 in legal costs

KPMG review: \$644,000

Payment to five statisticians consulted re CBC figures: \$44,250

Rebranding (September 2006): \$190,000 for new logo; \$3.18 million for replacement signs; \$2.66 million for new OLG signs at casinos

Seven-Point Plan: Estimated cost – \$11,230,000 (\$10 million of that for ticket checkers)

INSIDER WINS

Major (\$50,000-plus) prizes won from 1999 to July 2006: \$2.6 billion

Prizes won by retailers in that period: About \$100 million

Number of major insider wins from 1999 to date*: 247

Total number of major wins in fiscal 2005-06: 763

Number of major wins by OLG insiders that year: 31 (including 26 in retail)

Number of investigations of insider wins by Investigations Dept. that year: 2

Number of investigations of insider wins from Oct. 25, 2006 to date: 27

Average monthly lottery spending by retailers (from OLG survey data): \$22.30

Average monthly lottery spending by ordinary consumers: \$12.20

Year retailers were defined by OLG as “insiders”: 1996

*The threshold for “major” wins was dropped to \$10,000 in October 2006

OLG COMPLAINTS OFFICE/CUSTOMER EXCELLENCE CENTRE

Complaints recorded from 2001 to Oct. 2006: 21,995

Number of complaints alleging retailer fraud in that period: 722

Number of complaints alleging retailer fraud in fiscal 2005-06: 156

Number of complaints of retailer fraud from Oct. 25, 2006 to date: 591

OLG-related complaints received by Ombudsman from Oct. 25, 2006 to date: 456