



TO: Ohio Video Lottery Sales Agents
FROM: Ohio Lottery, Office of Racino Management
RE: Property Ban and VEP Ban
DATE: October 5, 2023

The purpose of this memo is to ensure Video Lottery Sales Agent (VLSA) compliance with the Ohio Lottery Commission (OLC) excluded patron play financial processing operating standard. The Ohio Lottery Financial Processing Operating Standard details the OLC requirements for processing excluded patron play surrendered funds. The document can be found on the OLC website at https://www.ohiolottery.com/ohiolottery/media/pdfs/VLT/Financial-Processing-Operating-Standards_05-01-23.pdf.

Surrendered funds from Ohio Voluntary Excluded Patrons (VEP) and voluntary excluded patrons registered under the original racino-based voluntary exclusion program must be processed according to the Voluntary Excluded Patron Play section of the OLC Financial Processing Operating Standard. Surrendered funds from patrons excluded from the property at the discretion of the VLSA are NOT to be processed in the same manner. As stated in the Property Excluded Patron Play section of the OLC Financial Processing Operating Standard, *“a VLSA must establish and submit for approval to the OLC, a property excluded patron play policy. If applicable, the policy shall include a procedure for collecting and retaining any surrendered funds from a property excluded patron. Surrendered funds are not to be remitted to the OLC.”*

Please review your policies and procedures to ensure a property excluded patron play policy that includes the guidelines above has been submitted and approved by the OLC. If needed, please submit the policy for approval no later than October 20, 2023.