



NOTICE OF MEETING/INTERNET GAMING FORUM and AGENDA
March 11, 2014 Meeting

Pursuant to the Massachusetts Open Meeting Law, G.L. c. 30A, §§ 18-25, notice is hereby given of a meeting of the Massachusetts Gaming Commission. The meeting will take place:

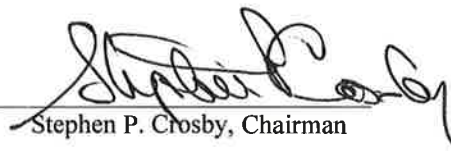
INTERNET GAMING FORUM
Tuesday, March 11, 2014
9:00 a.m.
Boston Convention and Exhibition Center
415 Summer Street, Room 102
Boston, MA

INTERNET GAMING FORUM: - #1

1. Call to order
2. Presentation and Panels (please see the attached meeting agenda)
3. Closing Remarks
4. Other business – reserved for matters the Chair did not reasonably anticipate at the time of posting.

I certify that on this date, this Notice was posted as “Gaming Commission Meeting” at www.massgaming.com and emailed to: regs@sec.state.ma.us, melissa.andrade@state.ma.us.

3/5/14
(date)


Stephen P. Crosby, Chairman

Date Posted to Website: March 5, 2014 at 4:00 p.m.



Massachusetts Gaming Commission



**Massachusetts Gaming Commission
Internet Forum
At the Boston Convention and Exhibition Center
415 Summer Street, Room 102
Boston, MA**

MARCH 11, 2014

The Massachusetts Gaming Commission will strive to ensure that its decision-making and regulatory systems engender the confidence of the public and participants, and that they provide the greatest possible economic development benefits and revenues to the people of the Commonwealth, reduce to the maximum extent possible the potentially negative or unintended consequences of the new legislation, and allow an appropriate return on investment for gaming providers that assures the operation of casino-resorts of the highest quality.

FORUM AGENDA

- | | |
|---------------|---|
| 8:30 - 9:00 | Registration |
| 9:00 - 9:05 | Welcome/Introduction
Chairman Stephen Crosby |
| 9:05 - 9:15 | Introductory remarks
Hon. Stanley C. Rosenberg
Majority Leader, Massachusetts Senate |
| 9:15 - 10:15 | What are Internet and Social Gaming? Demonstration and discussion of internet games and a comparison to social gaming.

Presenter: James Stern, IGT - DoubleDown; IGT table games
Jeff Allen, Bally Technologies - Cross platform approaches |
| 10:15 - 11:00 | Status of Internet Gaming Nationally and Around the World including legal status of internet gambling in Massachusetts |



Massachusetts Gaming Commission

Presenters: James Kilsby, Americas Editor,
GamblingCompliance

Assistant Attorney General Patrick Hanley

11:00 – 11:15

BREAK

11:15 – 12:30

Risks to Internet Gaming: Money Laundering, Problem
Gambling and Verification:

Presenters: Tim Richards, General Manager and senior VP,
Global Cash Access (GCA) (money laundering,
age verification);

Mark Vander Linden, Director of Research and
Problem Gambling and Keith Whyte, Executive
Director, National Council on Problem Gambling
(problem gaming);

Lindsay Kininmonth - Operations Manager,
GeoComply USA (location verification)

12:30 – 1:15

LUNCH - (ON YOUR OWN)

1:15 – 2:45

Panel Discussion: Challenges and successes of internet gaming
in Nevada, Delaware, New Jersey and Canadian Provinces:

Panelists: Jim Barbee, Chief, Technology Division, Nevada
Gaming Control Board

Rebecca Goldsmith, Deputy Director, Delaware
Lottery;

George Sweny, Senior Vice-President, Charitable
and iGaming, Ontario Lottery & Gaming
Corporation;

Eric Weiss, Chief of the Technical Services
Bureau, NJ Division of Gaming Enforcement



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2:45 – 3:00

BREAK

3:00 – 4:45

Panel Discussion: Lottery, Internet Gaming and Casinos -
Peaceful Coexistence?

Panelists: Hon. Jennifer L. Flanagan, Vice Chair, Committee
on Ways and Means, Massachusetts Senate

Hon. Bruce E. Tarr, Minority Leader,
Massachusetts Senate

Stephen Martino, Director, Maryland State
Lottery & Gaming Control Agency

Vernon Kirk, Director, Delaware Lottery

George Sweny, Senior Vice-President, Charitable
and iGaming, Ontario Lottery & Gaming
Corporation;

Chuck Bunnell, Chief of Staff External and
Government Affairs for the Mohegan Tribe

Kim Sinatra, Senior Vice President, General
Counsel & Secretary, Wynn Resorts

Tom Beauchamp, Senior Vice President of IT,
Penn National Gaming, Inc.

Marcus Prater, Executive Director, Association of
Gaming Equipment Manufacturers (AGEM)

4:45 – 5:00

Wrap Up

Chairman Stephen Crosby



Massachusetts Gaming Commission



INTERNET GAMING FORUM

MARCH 11, 2014

BOSTON CONVENTION AND EXHIBITION CENTER

PANELIST AND PRESENTER BIOGRAPHIES

Hon. Stanley C. Rosenberg

Majority Leader, *Massachusetts Senate*

On January 8th, 2003, state Senator Stan Rosenberg (D-Amherst) was named President Pro Tem of the Massachusetts Senate, becoming the first senator in the state's history to hold this leadership position. This appointment came after he served seven years in other leadership posts: four as Assistant Majority Leader and three years as the first western Massachusetts legislator to chair the Senate Committee on Ways and Means. Senator Rosenberg also continues to serve on the Legislature's Foster Kid Caucus and maintains a leadership role on legislation affecting education, the environment, health care and human services. Senator Rosenberg is a 1977 graduate of the University of Massachusetts-Amherst.

James Stern

Head of Business Development & Sales, *IGT Interactive*

James Stern is responsible for all new business across the EMEA, North American and LATAM regions. Alongside driving new sales across all regulated markets he develops relationships with key platform providers resulting in a wider distribution network for IGT. Outside of the traditional online sector James is also working with a number of lotteries and key land based partners of IGT to explore potential convergent opportunities and assist them in providing a complete gaming offering to their audience. He has been in the online gaming industry for over 8 years, having previously also worked for GTECH's gaming division GTECHG2.

Jeffrey Allen

Senior Director of Interactive, *Bally Technologies, Inc.*

Jeff Allen is responsible for Bally Technologies' interactive product strategy which includes both the mobile and iGaming platforms. Prior to this, Mr. Allen acted as Senior Director of Business Development for the Company's system gaming initiatives. Prior to becoming a part of Bally's management team, Allen served one year as Vice President of Business Development for SDG. Before that, as Vice President of Business Development for Arcade Planet, Mr. Allen negotiated company strategic alliances and product-distribution agreements. During Allen's tenure at Arcade Planet, he also served as Vice President of Manufacturing, with responsibilities for leading all manufacturing operations, including assembly, quality, purchasing, facilities, and shipping, and as a Mechanical Design Consultant, in which he designed a number of the company's games, including the original Spin-To-Win arcade game. Mr. Allen holds a Bachelor of Science degree in Mechanical Engineering and a Masters of Science degree in Engineering Management from Santa Clara University.

James Kilsby

Americas Managing Director, *GamblingCompliance*

James Kilsby manages GamblingCompliance's coverage of issues related to U.S. gambling policy at federal, state and tribal levels. Mr. Kilsby has worked as a journalist and research analyst for GamblingCompliance since receiving an MA in Latin American History and Politics from the University of London in 2006. He was a lead author of GamblingCompliance's landmark January 2010 report, "Market Barriers: US Internet Gaming", and has spoken at various industry conferences in the U.S., Latin America and Europe, including at the European Parliament in Brussels. He has written extensively about the online gambling, casinos and lotteries in North America and the European Union, and has been quoted by various media outlets including the Wall Street Journal, Bloomberg and the San Francisco Chronicle.

Patrick Hanley

Chief of Gaming Enforcement, *Massachusetts Attorney General's Office*

Patrick Hanley is the first Chief of the Massachusetts Attorney General Office's Gaming Enforcement. He is responsible for supervising and conducting all gaming-related prosecutions in the Commonwealth. From 2008-2012, Mr. Hanley was assigned to the Enterprise & Major Crimes Division and conducted long-term investigations of traditional and non-traditional organized criminal organizations or groups, typically involving wiretaps and other covert surveillance. Mr. Hanley graduated from Northeastern University School of Law in 2003 and Brandeis University in 2000.



Massachusetts Gaming Commission

Tim Richards**General Manager / Senior Vice President, *Global Cash Access***

Tim Richards joined Global Cash Access (GCA) in 2011 as SVP of Product Development. In February of 2013 he was named GM/SVP of GCA's new Interactive Solutions division with goal of establishing GCA's market leadership position into the iGaming space. Prior to GCA, Mr. Richards worked in product innovation related executive and leadership roles with Interblock, IGT, Progressive Gaming and Gaming Systems International.

Mark Vander Linden**Director of Research and Problem Gambling, *Massachusetts Gaming Commission***

Mark Vander Linden currently serves as Director of Research and Problem Gambling for the Massachusetts Gaming Commission. In this role he manages the MGC research agenda to assist in understanding the social and economic impacts of casino gambling in Massachusetts. As casino operations open in the next few years, Mr. Vander Linden along with a range of stakeholders will utilize research findings to develop a strategy to minimize gambling-related harm and bring the greatest possible benefit to the people of the Commonwealth. Prior to joining MGC, Mr. Vander Linden was the Executive Officer of the Office of Problem Gambling Treatment and Prevention with the Iowa Department of Public Health. Mark serves on the Board of Directors of the Association of Problem Gambling Service Administrators and the National Center for Responsible Gaming. He received his Masters in Social Welfare from the University of California Berkeley and BA in Social Work from the University of Iowa. Mark has clinical experience in community-based setting with addiction, HIV/AIDS issues, and children and family mental health.

Keith Whyte**Executive Director, *National Council on Problem Gambling***

Keith Whyte has over nineteen years of public policy experience at the national level, including more than seventeen years of involvement with gaming and problem gambling issues. Recognized internationally for his work on gaming policy, Mr. Whyte has presented on gambling issues in 39 U.S. states and 13 countries. He has testified before the United States Congress four times and appeared before numerous state legislative and regulatory bodies. Mr. Whyte has written numerous articles, studies and book chapters on gaming and is frequently quoted in national and international media outlets.

Lindsay Kininmonth**Operations Manager, *GeoComply***

Lindsay Kininmonth is operations manager for GeoComply, a geolocation technology solution provider to the regulated online gaming industry. Since launching in 2011, GeoComply has quickly become the industry's trusted solution for reliable, accurate and precise geolocation services. Prior to GeoComply, Ms. Kininmonth spent five years in business development at GLI, the gaming compliance testing company, servicing both the iGaming and land-based markets. During that time she worked with some of the largest operators and vendors in North America as well as regulators across Europe and North America.

Jim Barbee**Chief of Technology Division, *Nevada Gaming Control Board***

Jim Barbee joined the Nevada Gaming Control Board in 2000 and was appointed to his present position as Chief of the NGCB's Technology Division in 2011. As Chief of the Technology Division, Mr. Barbee's responsibilities include oversight of the review and approval process for all gaming related technology used in Nevada and advising the members of the Gaming Control Board and Commission on matters related to technology and gaming. Mr. Barbee received his BS Computer Engineering from UNLV in 1999.

Rebecca Goldsmith**Deputy Director, *Delaware State Lottery***

Rebecca Goldsmith joined the Delaware Lottery in mid-2012 as Assistant Director of Operations & Administration. Prior to coming to the Lottery, Ms. Goldsmith had a twelve year career with the Delaware Department of Finance, serving first as a Senior Economic Analyst and then as Assistant Director of Unclaimed Property. Goldsmith's responsibilities during those years included a broad range of duties ranging from complex legislative research related to tax policy matters to an internal reorganization of the State's Unclaimed Property Compliance Unit. Most recently, she is credited with her work for the Delaware Lottery, leading the implementation of the State's first-in-the-nation full-scale online casino offering including poker, table games, and video lottery. Ms. Goldsmith earned a Master's Degree in Economics at Colorado State University.

George Sweny**Senior Vice-President, Charitable and iGaming, Ontario Lottery & Gaming Commission**

George Sweny began his career at the Ontario Lottery Corporation (OLC) in 1975, and has served in a number of capacities, including as Senior Vice President responsible for both the Lottery and Bingo Business units. During this time, Mr. Sweny was also President of the Interprovincial Lotteries Corporation (ILC) from July 2005 to July 2006 and served as a member of the ILC Executive Team, which governs national lottery games across Canada. Prior to joining OLG, Mr. Sweny worked as the Chief Strategy Officer for the Alcohol and Gaming Commission of Ontario (AGCO). In this role, he was accountable for formulating, driving and implementing the AGCO's strategy consistent with the Commission's vision, and ensuring overall organizational alignment. His role also included accountability for the Audit and Gaming Compliance function within the Commission. Mr. Sweny is a member of the Board of Directors of the Responsible Gambling Council of Canada and has served on the Board of Directors of the North American State Provincial Lotteries Association (NASPL).

Eric Weiss**Chief of Technical Services Bureau and Slot Laboratory, New Jersey Division of Gaming Enforcement**

Eric Weiss has been with the Division since 1991 and has held positions in the Administrative, Investigative and Executive Bureaus. He briefly served as the Assistant to the Chief of Investigations before being asked to oversee the Slot Laboratory in November of 2007. Since taking control of the Technical Services Bureau, Mr. Weiss has been recognized for his efforts to improve the oversight and regulation of casino systems and games. This past year he played a key role in the introduction of Internet gaming in the state of New Jersey. Mr. Weiss was responsible for researching Internet gaming policy, evaluating the Internet gaming systems and for overseeing the approval and the successful deployment of seven Internet gaming platforms. He was also responsible for establishing monitoring tools and procedures designed to ensure the ongoing integrity of Internet gaming systems in New Jersey.

Hon. Jennifer L. Flanagan**Vice Chair of Committee on Ways and Means, Massachusetts Senate**

State Senator Jennifer L. Flanagan (D-Leominster), graduated from Leominster High School, received a Bachelor's degree in Political Science from the University of Massachusetts, Boston and a Master's of Science in Mental Health Counseling from Fitchburg State College. Senator Flanagan began working in the Massachusetts House of Representatives in 1995 as a Legislative Aide, then as Chief of Staff on four legislative committees. She was elected to the House of Representatives for two terms, representing the 4th Worcester District. She was elected to the Massachusetts State Senate in September of 2008 and was sworn in the first week of January 2009. She is currently serving as Vice-Chairman of the Senate Committee on Ways and Means; Chairman of the Senate Committee on Steering and Policy; Vice-Chairman of the Joint Committee on Transportation; Vice-Chairman of the Joint Committee on Public Service and is a member of the Joint Committee on Telecommunications, Utilities and Energy. Senator Flanagan has also been appointed to the Gaming Policy Advisory Commission.

Hon. Bruce E. Tarr**Minority Leader, Massachusetts Senate**

State Senator Bruce Tarr, (R-Gloucester), represents the First Essex and Middlesex District. In 2007, he was appointed as the Assistant Minority Leader, and currently is a member of the Senate Committee on Ethics and Rules, and the Joint Committees On Children and Families and Persons with Disabilities, Economic Development and Emerging Technology, Environment, Natural Resources and Agriculture, Health Care Financing, Judiciary, Public Safety and Homeland Security, Telecommunications, Utilities and Energy and Veterans and Federal Affairs. Senator Tarr has been a member of the Massachusetts General Court since 1991. In 1994, Senator Tarr was elected to the Massachusetts State Senate. In 1999, he was named the Assistant Minority Whip of the Senate, and in 2001, he was appointed to serve as the Minority Whip until 2006 when he was selected to become Assistant Senate Minority Leader. Having graduated from Gloucester High School in 1982, the Senator earned a degree in Business Administration from Suffolk University's Sawyer School of Management in 1987 and a law degree from Suffolk University Law School in 1990. In addition, he holds an honorary degree in Applied Science from Essex Agricultural and Technical Institute.

Stephen Martino - Director, Maryland State Lottery & Gaming Control Agency

Stephen Martino has served as director of the Maryland Lottery and Gaming Control Agency since 2010. He oversees all operations of the Lottery, the 15th largest in the world based on per capita sales. Under his direction, the agency also regulates the state's commercial casino industry. He developed Maryland's gaming regulatory structure and organized the opening of the state's four casinos. From 2005 to 2010, Mr. Martino served as executive director of the Kansas Racing and Gaming Commission. He was the chief executive officer of that state's criminal justice agency charged with regulating pari-mutuel race tracks and state-owned casinos. He managed the effort to establish Kansas' gaming regulatory framework, directed the state's casino selection process and led the opening of the first state-owned and operated casino in the United States. He serves as chairman of the responsible gambling committee of the North American Association of State and Provincial Lotteries. Additionally, he is actively involved in numerous professional and community organizations.

Vernon A. Kirk**Director, Delaware State Lottery**

Vernon Kirk was appointed Director of the Delaware State Lottery in October 2011. Mr. Kirk has received the Delaware Award for Excellence in State Service from Delaware's current Governor, Jack Markell, and has been cited by both chambers of the Delaware General Assembly for his leadership during the development and successful implementations of the State's enterprises in sports betting and table games at Delaware's three racinos. Mr. Kirk currently serves as Chair of the Video Lottery Game Group, a multi-jurisdictional, progressive video lottery network administered under the auspices of the Multi-State Lottery Association (MUSL). He has a degree in Political Science/Public Administration from the University of Delaware.

Charles Bunnell**Chief of Staff for External and Governmental Affairs, Mohegan Tribal Nation**

Charles Bunnell now serves as the Chief of Staff for External and Governmental Affairs to the Mohegan Tribal Nation where his work involves all aspects of Tribal government. In his role he serves as one of the senior executives to the Mohegan Tribe of Indians' Tribal Council, owners and/or operators of Mohegan Sun, Mohegan Sun at Pocono Downs and Resorts in Atlantic City. Prior to his work with the Mohegan Tribe, Mr. Bunnell served on the staff of United States Senator Chris Dodd, Chairman of the Senate Banking Committee and former Chairman of the Democratic National Committee. Also, Mr. Bunnell worked overseas with the Irish government, in particular serving as an attaché to Nobel Peace Prize winner Mr. John Hume. As well as administration, he concentrates on external affairs and government relations at all levels. He oversees all tribal publications and communication with the media. Mr. Bunnell represents the tribe and business at several local, state and national organizations.

Kim Sinatra**Senior Vice President and General Counsel, Wynn Resorts**

Kim Sinatra currently serves as Executive Vice President and General Counsel for Wynn Resorts, Limited. Ms. Sinatra joined the company in January 2004 as Senior Vice President and General Counsel of its development activities. From 2000-2003 Ms. Sinatra served as Executive Vice President and Chief Legal Officer of Park Place Entertainment, Inc. (which was later acquired by Caesars Entertainment). She has also served as General Counsel for The Griffin Group, Inc., Merv Griffin's investment management company, and as a partner in the New York office of Gibson, Dunn & Crutcher LLP. Ms. Sinatra received her JD from the University of Chicago and BA in Economics from Wellesley College. Ms. Sinatra, her husband and three sons reside in Las Vegas, Nevada.

Tom Beauchamp**Chief Information Officer, Penn National Gaming**

Tom Beauchamp joined Penn National Gaming in August 2009 as CIO. Penn National owns and operates 24 casinos, hotels, and racetracks throughout the United States and Canada. Mr. Beauchamp has over 25 years of experience in Information Technology, with organizations including Limited Stores, Montgomery Ward, Woolworth Corporation, Columbia House and CMI Marketing Inc. He holds a Masters in Business Administration from the California State University, and a Bachelor's Degree from the University of Redlands. Additionally, Mr. Beauchamp is a member of the Editorial Board for Retail Information Systems magazine, Teradata Retail and Hospitality Advisory Board, and the Board of Directors of the Gaming Standards Association.

Marcus Prater**Executive Director, Association of Gaming Equipment Manufacturers (AGEM)**

Marcus Prater, with nearly 35 years of professional communications experience, serves as Executive Director of the Association of Gaming Equipment Manufacturers (AGEM), a non-profit trade organization comprised of the world top gaming industry suppliers and technology providers whose mission is to further the interests of its members throughout the world. Under his leadership beginning in 2008, membership in AGEM has grown from 32 companies to 133 over the past 6 years. Mr. Prater previously served as Senior Vice President of Marketing for Bally Technologies, Inc., where he spent a total of nine years at the Las Vegas-based slot machine and systems provider and directed Bally's global advertising, trade show, machine and systems sales support, media relations and special event functions. Prior to joining Bally in 1999, Mr. Prater served as Director of Marketing for Las Vegas-based slot supplier Sigma Game, Inc. Mr. Prater, a graduate of the University of Oregon School of Journalism, also previously served as Marketing Communications Manager for Las Vegas-based casino operator Ameristar Casinos, Inc.

Internet Gaming: A Status Update

Massachusetts Gaming Commission
Internet Forum March 11, 2014

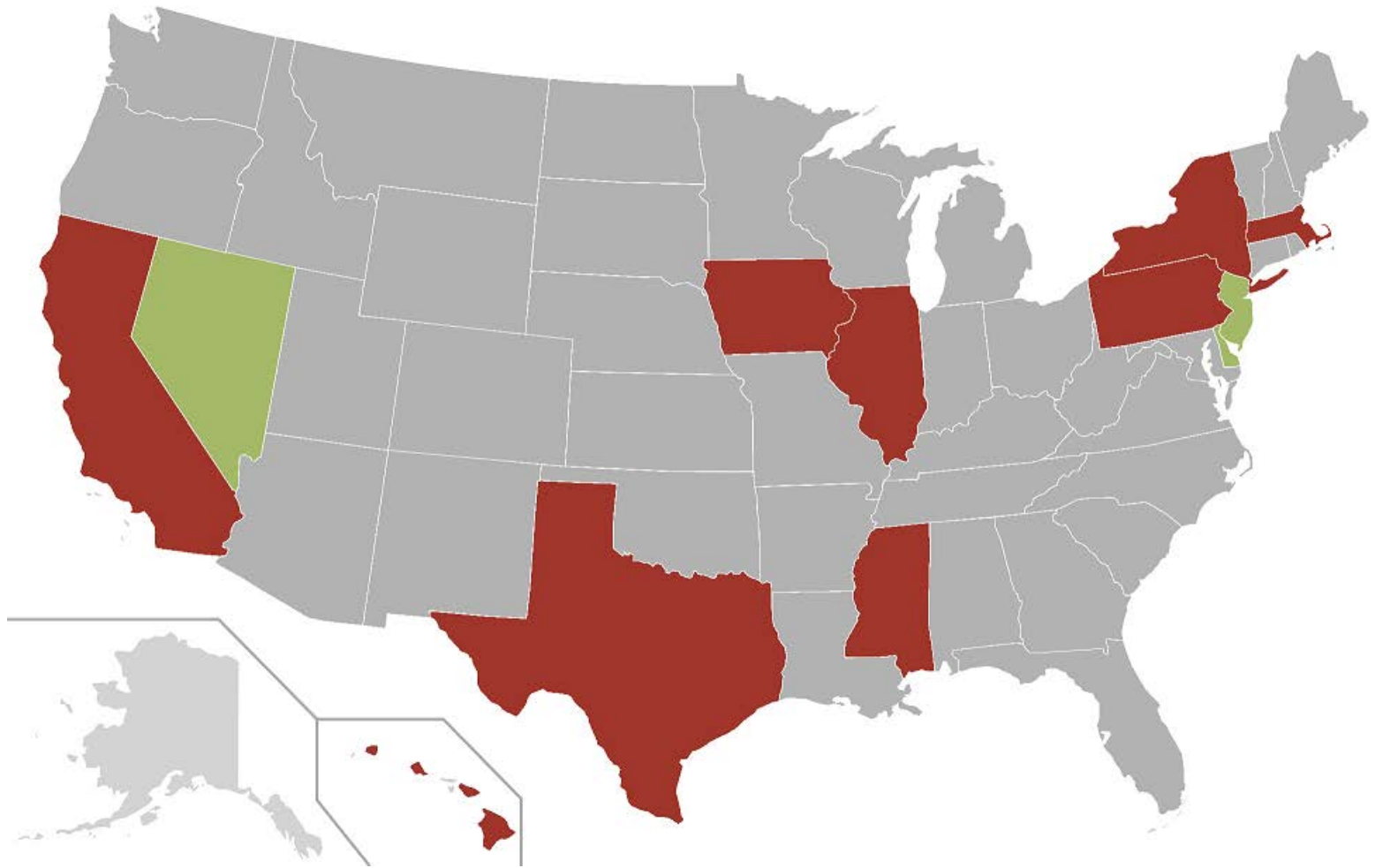


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U.S. Internet Gaming: The State of Play

- » States increasingly considering Internet gambling in line with shifts in federal law:
 - » 2006's **Unlawful Internet Gambling Enforcement Act** (UIGEA)
Does not apply to regulated transactions "initiated and received or otherwise made exclusively within a single state"
 - » 1961's **Wire Act**
Applies only to sports betting games, according to a 2011 DOJ legal memo
- » So far, three states have legalized online casino and/or poker gambling
- » Three states have begun selling lottery tickets online
- » Legislation is under consideration in ten other states and Congress
- » Regulatory models vary





 Internet gambling approved

 Internet gambling legislation considered in 2013

Nevada

- » Legalized interactive gaming in 2001, adopted regulations in December 2011
- » Poker games only; licenses for existing casino-resort operators
- » Three online poker sites now active

New Jersey

- » Legalized Internet casino/poker in February 2013, launched November 2013
- » Licenses only for existing Atlantic City casinos
- » Seven platforms/11 sites now live

Delaware

- » Legalized online gambling in June 2012, launched November 2013
- » Casino and poker games operated by Delaware State Lottery with casino 'skins'

Others

- » Bills/proposals in 2013 in MA, NY, PA, MS, LA, IL, IA, TX, CA, HI
- » NV, DE signed multistate poker agreement on Feb. 25, 2014
- » Two bills pending in Congress, plus 'Wire Act fix' being drafted

State Lotteries

- » Lotteries in Illinois, Georgia and Minnesota selling tickets online
- » Online keno in GA; e-instant game in MN
- » Others moving forward including Michigan and Kentucky

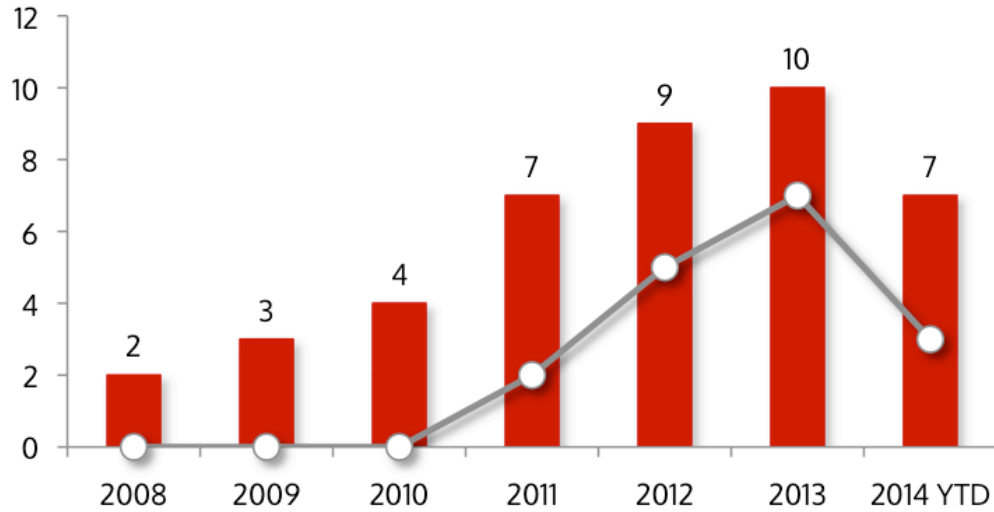


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State	Status	Games	Oversight	Operators	Tax rate
Nevada	Live	Poker only	Gaming board	Casinos	6.75%
Delaware	Live	Casino, poker, lottery	Lottery	Lottery/casinos	34-57%
New Jersey	Live	Casino, poker	Gaming	Casinos	17.5-20%
Federal (Barton)	Pending	Poker	Commerce, NIGC	Casinos, tribal casinos, card clubs, licensed slots makers	-
Federal (King)	Pending	Casino, poker, others	Treasury	-	-
California	Pending	Poker	State plus tribal gaming agencies	Tribal casinos and card clubs	5-10%
Illinois	Draft	Casino, poker	Lottery	Casinos, video gaming and ADW operators	15-20%
Pennsylvania	Pending	Casino, poker	Gaming	Casinos	28%
Massachusetts	Pending	Lottery / poker/casino?	Gaming/lottery?	Lottery or casinos?	-
New York	Budget proposal	Poker	-	-	-
Iowa	Dead	Poker	Gaming	Casinos	22-24%
Hawaii	Dead	Casino, poker, lottery	Lottery	Lottery	-
Mississippi	Dead	Casino, poker	Gaming	Casinos	5%
Louisiana	Study bill	-	-	-	-

Source: GamblingCompliance/U.S. Internet Gambling Regulatory Tracker



No. of states considering Internet gambling bills/
Interstate gaming as part of legislation



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Key policy questions:

- » State or federal oversight
- » Who regulates/operates (e.g. casinos/gaming agencies or lotteries)
- » All casino games or poker-only
- » Player 'liquidity' and interstate agreements
- » Geolocation, ID verification and security
- » Payment processing and UIGEA
- » Profitability and revenue potential
- » Suitability standards for suppliers
- » Impact on Indian gaming



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The U.S. is behind other parts of the world in regulating Internet gambling:



Canada

- » Three provincial lottery corporations (BC, Quebec, Manitoba) have launched online casino/poker operations
- » Ontario to follow in 2014
- » Limited by 'conduct and manage' requirements of Canada's Criminal Code



Europe

- » Regulated in a majority of EU countries but models vary
- » Sports betting ubiquitous; casino games restricted (France, Spain, Germany)
- » 'Open' licensing regimes in UK, Italy, France, Spain, Denmark, Bulgaria
- » Belgium similar to New Jersey/Nevada – requires land-based license
- » Reforms in UK, Germany, Netherlands, Greece, Portugal, Ireland, Serbia...
- » Monopolies in Sweden, Norway, Finland, Austria
- » Regulators, EU Commission studying harmonization and liquidity sharing

Others

- » Asia largely unregulated but a thriving 'gray' market
- » Online sports betting legal in Australia but casino/poker restricted
- » Internet lottery sales in China; horserace betting in Japan
- » South Africa, Singapore among countries considering regulation
- » South America largely unregulated bar lottery products



GamblingCompliance

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About GamblingCompliance:

GamblingCompliance is the leading provider of business intelligence to the global gambling industry, specializing in high level and independent news, analysis, data, eLearning and bespoke research. www.gamblingcompliance.com



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Outline of Massachusetts General Laws Relating to Gambling

- G.L. c. 10 – Relating to the Massachusetts State Lottery
 - G.L. c. 23K – Expanding gaming
 - G.L. c. 128 – Horse racing generally
 - G.L. c. 271 – Relating to gambling
 - Cases - United States v. Lyons, 740 F.3d 702 (1st Cir. 2014); Past AGO investigations
-

G.L. c. 23K

- G.L. c. 23K, s. 37 – In relevant part, outlaws operating any game or gaming device, as defined, in violation of 23K or its regulations. Game and gaming device are defined broadly.
-

G.L. c. 271 – Most forms of betting are prohibited by various sections of G.L. c. 271

Some sections of G.L. c. 271 prohibit internet gaming, or the business models that would provide this service.

Examples:

- G.L. c. 271, § 5A – Outlaws selling and other behavior relating to gambling devices. Arguably, this could include offering software for sale.
 - G.L. c. 271, § 5B – Outlaws sweepstakes, as defined. No impact on sports betting. Requires a device, as defined.
 - G.L. c. 271, § 7 – Outlaws non-sports bets on games of chance.
 - G.L. c. 271, § § 9 & 11 – Outlaw sale and advertising of out-of-state lottery tickets in Massachusetts
 - G.L. c. 271, § 16A – Outlaws organizing, supervising, managing or financing at least four (4) persons from providing facilities or services for registering bets.
 - G.L. c. 271, §17 – Outlaws keeping a place for registering bets, which would prohibit a company operating its business within the Commonwealth
 - G.L. c. 271, § 17A – Outlaws using the phone to register bets of any kind.
 - G.L. c. 271, § 22 – Outlaws receipt or delivery of gambling materials; does not describe emails, but arguably they are encompassed; payment may be encompassed
 - G.L. c. 271, §§ 31 & 31A – Outlaws placing bets on illegal horse races in the Commonwealth and transmitting results or progress of any race for unlawful purposes; press excepted
 - G.L. c. 271, § 40 – Outlaws betting on boxing in absolute terms.
-



Gambling Compliance

U.S. Online Responsible Gaming Regulations: Delaware, Nevada and New Jersey

January 2014



Contents

Methodology And Use Of Information	1
Introduction	2
Delaware	3
Policy	3
Staff Training	3
Informed Decision Making	3
Assisting Players	4
Self-Exclusion	4
Advertising And Promotion	5
Game And Site Features	5
Research	6
Reference Table	7
Nevada	8
Policy	8
Staff Training	8
Informed Decision Making	9
Assisting Players	10
Self-Exclusion	10
Advertising And Promotion	11
Game And Site Features	12
Research	13
Reference Table	14
New Jersey	15
Policy	15
Staff Training	15
Informed Decision Making	15
Assisting Players	16
Self-Exclusion	17
Advertising And Promotion	18
Game And Site Features	18
Research	20
Reference Table	21
Combined Reference Table	22

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Methodology

In compiling this report, GamblingCompliance Inc. only used information made publicly available by each jurisdiction and its regulatory agency. Specifically, this report evaluates the National Council on Problem Gambling's Internet Responsible Gambling Standards against each jurisdiction's online gambling authorization statute and its accompanying regulations. This report neither covers nor includes non-public information (for instance, Minimum Internal Control Standards agreed upon by operators and the Delaware Lottery, where additional responsible gambling requirements are likely found). Additionally, this report does not evaluate any online gambling operator's product for responsible gambling standards and player protection methods. Based on a cursory review of operators' websites, GamblingCompliance Inc. acknowledges the likelihood that some operators' responsible gambling programs may exceed what is expressly required by statute and regulation in each jurisdiction.

Use Of Information

This report has been prepared by GamblingCompliance Inc. exclusively for the National Council on Problem Gambling.

In preparing this report, GamblingCompliance Inc. has made every effort to ensure the accuracy of its contents. However, no representation or warranty, express or implied, is given as to the accuracy or completeness of the information contained in this report. Furthermore, GamblingCompliance Inc. does not intend this report to be interpreted as constituting legal advice. Any reader, or their corporate entity, who relies on any information contained in this report does so entirely at their own risk.

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Introduction

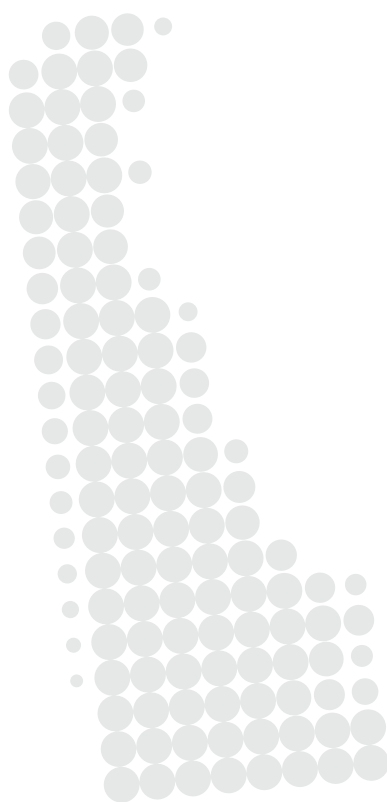
In April 2012, the National Council on Problem Gambling, the national advocate for programs and services to assist problem gamblers and their families, released its [Internet Responsible Gambling Standards](#).

Since then, three states, Delaware, Nevada and New Jersey, have launched online casino-style gambling. Meanwhile, eight states, California, Hawaii, Iowa, Illinois, Massachusetts, Mississippi, Pennsylvania and Texas, have considered legislation that would authorize it.

In December 2013, the National Council on Problem Gambling commissioned Gambling Compliance Research Services to evaluate its Internet Gambling Responsible Standards against the online gambling laws, and their accompanying regulations, of Delaware, Nevada and New Jersey.

DELAWARE

Online gambling legislation enacted in June 2012 authorized the Delaware Lottery to offer and administer an Internet lottery. Intrastate online poker, table games and video lottery games went live in November 2013 and are being offered by the state's three racetrack casinos.



KEY MARKET DATA

Adult Population: 0.7m

Key Online Gambling Law: 29 Del. C. §§4801 - 4835

Key Online Gambling Regulation: 10 Del. Admin. C. §206

Regulator: Lottery

Online Gambling Market Opened: November 8, 2013

Source: U.S. Census Bureau, GamblingCompliance

In Detail: Delaware

► Policy

Commitment To Responsible Gambling

Not expressly covered

Strategy For Responsible Gambling

Not expressly covered

Funding For Problem Gambling Treatment

By mandate, \$1,000,000 of electronic gaming machine proceeds or 1 percent of the state's share of slot machine net revenue, whichever is greater, goes to Delaware's Department of Health and Social Services, Division of Substance Abuse and Mental Health, for funding programs for the treatment, education and assistance of problem gamblers and their families. [29 Del. C. §4815\(b\)\(2\)\(c\)](#).

► Staff Training

Corporate Policy

Each Internet lottery agent and technology provider shall establish procedures that are designed, to the greatest extent practicable, to ensure that self-excluded persons do not receive from the Internet lottery agent any solicitations, targeted mailings, telemarketing promotions, player club materials or other promotional materials relating to Internet lottery activities. [10 Del. Admin. C. §206-13.19.2](#).

Training

The Lottery Director has the power and duty to draft the regulations, procedures and training for identification of and assistance to compulsive gamblers. [29 Del. C. §4805\(29\)](#).

► Informed Decision Making

Information About Gambling

Practical Tips To Keep Within Safe Limits

Not expressly covered

Myths Associated With Applicable Game

Not expressly covered

Information On How Games Work

The Lottery Director must promulgate rules and regulations defining the type, number, payout, wagering limits, and rules for Internet lottery games. [29 Del. C. §4826\(c\)\(1\)](#).

How To Use Responsible Gambling Tools

The Lottery Director shall cause each Internet site on which the Internet lottery is conducted to include an advertisement for and link to additional information for services for the treatment, education and assistance of compulsive gamblers and their families. [29 Del. C. §4826\(d\)](#). Each licensed agent's website must have a link to the self-exclusion page. [10 Del. Admin. C. §206-13.11](#).

Risks Associated With Gambling

Not expressly covered

Signs Of A Potential Gambling Problem

Not expressly covered

Personalized Information

Customer account balances shall be updated each game cycle to ensure sufficient funds are available for any future real money games the customer may choose to play. [10 Del. Admin. C. §206-13.23](#).

Limit Setting

The Lottery Director must promulgate rules or mechanisms where players may place limits on the amount of money being wagered per game or during any specified time period, or the

In Detail: Delaware

amount of losses incurred during any specified time period. [29 Del. C. §4826\(c\)\(5\)](#).

Individual Limits For Each Type of Game

Not expressly covered

Play Stopped When Limit Reached

Not expressly covered

Time Out

Not expressly covered

▶ Assisting Players

Policies

The Director shall cause each Internet site on which the Internet lottery is conducted to include an advertisement for and link to additional information for services for the treatment, education and assistance of compulsive gamblers and their families. [29 Del. C. §4826\(d\)](#).

▶ Self-Exclusion

Self-Exclusion Policy

Each Internet lottery agent's website must have a link to the self-exclusion page. [10 Del. Admin. C. §206-13.11](#). Requests for self-exclusion must be in person, at the Delaware State Lottery Office in Dover. [10 Del. Admin. C. §206-13.13](#). The person must fill out a form with the criteria defined in [10 Del. Admin. C. §206-13.14.1](#). The person must sign a waiver and release discharging the State of Delaware and associated people from liability to the person requesting self exclusion, as described in [10 Del. Admin. C. §206-13.14.3](#).

Exclusion Length

A patron may request Internet self-exclusion for a period of one year, five years or lifetime. [10 Del. Admin. C. §206-13.14.2](#).

Communication With Players

Each Internet lottery agent and technology provider shall establish procedures that are designed, to the greatest extent practicable, to ensure that self-excluded persons do not receive from the Internet lottery agent any solicitations, targeted mailings, telemarketing promotions, player club materials or other promotional materials relating to Internet lottery activities. [10 Del. Admin. C. § 206-13.19.2](#).

Access To Help

Not expressly covered

Enforcement

Each Internet lottery agent and technology provider must establish procedures to prevent any self-excluded person from registering an Internet lottery gaming account. [10 Del. Admin. C. §206-13.19.1](#). Each Internet lottery agent must submit to the lottery and the Division of Gaming Enforcement a copy of its procedures to follow self-exclusion regulations. The agent's procedures will be incorporated into the agent's internal control submission with the agency. [10 Del. Admin. C. §206-13.20](#).

Reinstatement

A patron, upon completion of the period of self-exclusion requested, may submit in person a form for removal. The form shall include: (1) The identifying information specified in [10 Del. Admin. C. §206-13](#); (2) The signature of the person requesting removal from the self-exclusion list indicating acknowledgement of required language; (3) The type of identification credentials examined containing the signature of the person requesting removal from the self-exclusion list, and whether said credentials included a photograph and general physical description of the person; (4) The signature of a Lottery or Division of Gaming Enforcement employee authorized to accept such request. [10](#)

In Detail: Delaware

[Del. Admin. C. §206-13.21.1](#). After a request has been processed, the Lottery must delete name of the person requesting removal and notify each Internet lottery agent by mail. [10 Del. Admin. C. §206-13.21.2](#).

Renewal

Not expressly covered

▶ Advertising And Promotion

Advertising Policy Statement

Operator To Have Clearly Articulated Commitment To Responsible Advertising
Not expressly covered

Operator To Not Advertise Product On Online Responsible Gambling Pages
Not expressly covered

Advertising To Not Be Misleading About Game Outcome And To Not Misrepresent Game
All advertising, marketing, and promotion materials must be submitted to the Lottery or Division of Gaming Enforcement for review. [10 Del. Admin. C. §206-14.1](#). The Lottery shall review any materials submitted and approve their use unless in the judgment of the Lottery such materials, if used, would result in an appearance which reflects adversely on the Lottery, would reasonably be expected to offend a substantial number of people, contain inaccurate or misleading information, or otherwise be inappropriate. [10 Del. Admin. C. §206-14.2](#).

▶ Game And Site Features

Clock Visible At All Times

Not expressly covered

Games Display Bets, Wins, Losses And Account Balances As Cash

Customer account balances shall be updated each game cycle to ensure sufficient funds are available for any future real money games the customer may choose to play. [10 Del. Admin. C. §206-13.23](#).

Game Features

Site To Not Utilize Auto-Play Feature

Not expressly covered

Site Avoids Reinforcing Myths

Not expressly covered

New Features

Potential New Games And Site Technology Reviewed For Possible Impact On Problem Gambling

No Internet table game or Internet video lottery game which offers play for money shall be deployed into production before its certification by the Lottery Director. [10 Del. Admin. C. §206-8.2.8](#).

Registration

Players To Receive Responsible Gambling Information Upon Registering

Before completing the registration of a person for an Internet lottery gaming account, the Internet lottery system must verify that the person is not on the official exclusion list of persons to be excluded or ejected from internet lottery and video lottery facilities in the State of Delaware. [10 Del. Admin. C. §206-13.10](#). The Lottery or licensed agents will provide a current copy of the official exclusion list to the technology provider for the purposes of screening applicants registering for or attempting to play with an Internet lottery

In Detail: Delaware

gaming account. [10 Del. Admin. C. §206-13.10.1](#). Each licensed agent's website shall have a link to the self exclusion page of the Lottery website. [10 Del. Admin. C. §206-13.11](#).

Site To Not Allow Multiple Accounts To Same Player

Players shall be permitted to have one active account at each Internet lottery agent provided the Internet lottery system employs a method of preventing inappropriate or fraudulent play resulting from an individual attempting to log on at more than one agent's site at the same time. [10 Del. Admin. C. §206-13.8](#).

Free Games

Free Games To Use Same Payout Percentage And Odds As Their Real-Money Counterparts

When registering, including for play for free games, players must submit their date of birth or affirmation of legal gambling age. [10 Del. Admin. C. §206-13.2.3](#). Automated identity and age verification need not be performed for players registering to play for free. [10 Del. Admin. C. §206-13.3](#).

Free Game Sites To Provide Responsible Gambling Information

The Lottery Director shall cause each Internet site on which the Internet lottery is conducted to include an advertisement for and link to additional information for services for the treatment, education and assistance of compulsive gamblers and their families. [29 Del. C. §4826\(d\)](#).

Age Verification Required Upon Registration

Age verification must be performed for players registering to play for real-money wagering. [10 Del. Admin. C. §206-13.5](#).

Credit

Credit cannot be extended to customers. [10 Del. Admin. C. §206-13.23.2](#).

▶ Research

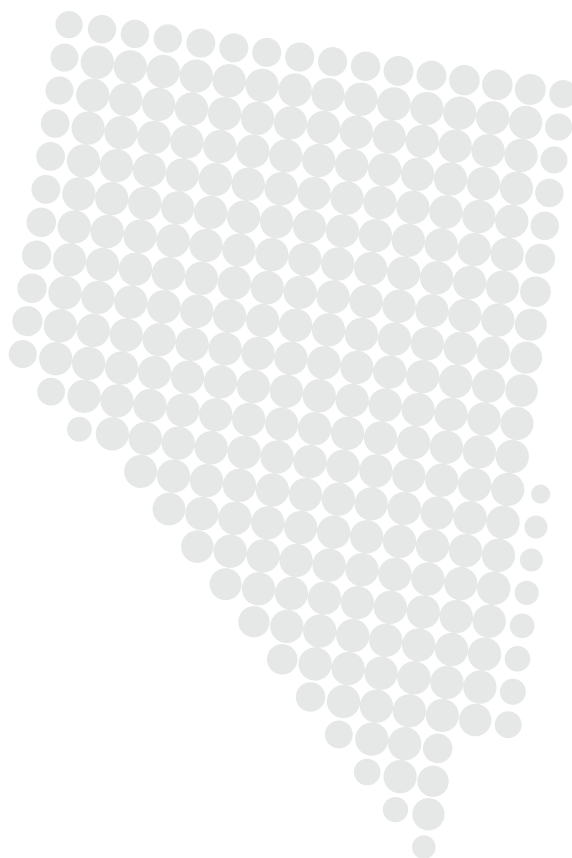
Video Lottery Agents shall retain full ownership of all customer data, including but not limited to, all player data from game play as well as deposit/withdrawal, fraud, collusion, personal player information as well as qualitative information to players such as all analytical information/data on players, e.g. player segmentation and factoring. Technology Service Providers shall not sell or disclose customer data to any third parties, shall not retain any customer data in any form once their contracts have ended, and shall only have the right to access and use customer data for the benefit and on behalf of the Lottery and the Video Lottery Agents. The Lottery has the right to access all player data. [10 Del. Admin. C. §206-14.7](#).

▶ Reference Table: Delaware

National Council On Problem Gambling Standards	Expressly Covered
Policy	
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling	
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●
Staff Training	
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●
Informed Decision Making	
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game	
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●
Requirement That Site Display Information On Risks Associated With Gambling	
Requirement That Site Display Information On Signs Of A Potential Gambling Problem	
Requirement That Site Provide Information On Play	
Requirement That Site Provide Limit Setting On Spend And Time	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●
Requirement That Site Provide Time Out	
Assisting Players	
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players	
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties	
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries	
Self-Exclusion	
Requirement That Site Provide Online Self-Exclusion Registration	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration	
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	●
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	●
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal	
Advertising And Promotion	
Requirement That Advertising Not Be Misleading	●
Game And Site Features	
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay	
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	●
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●
Research	
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling	

NEVADA

Online gambling legislation enacted in June 2001 authorized certain Nevada casinos to offer interactive gaming. Intrastate online poker went live in April 2013 and is being offered by two of the state's 265 casinos.



KEY MARKET DATA

Adult Population: 2.0m

Key Online Gambling Law: NRS 463.745 - 463.785

Key Online Gambling Regulation: Regulation 5A; Technical Standard 6

Regulator: Gaming Control Board; Gaming Commission

Online Gambling Market Opened: April 30, 2013

Source: U.S. Census Bureau, GamblingCompliance

In Detail: Nevada

► Policy

Commitment To Responsible Gambling

[Regulation 5.170](#) defines a set of minimum responsible gaming standards for all gaming licensees operating in the state of Nevada. When Nevada legalized interactive gaming, the requirements of Regulation 5.170 were enhanced by further requirements adopted under Regulation 5A. [Regulation 5A.070](#) states that internal controls for operators of interactive gaming “shall include provisions for substantial compliance with Regulation 5.170.” As of this writing, it is not clear how the Nevada Gaming Commission interprets this provision.

Strategy For Responsible Gambling

Each operator shall establish, maintain, implement and comply with standards that the chairman shall adopt and publish pursuant to the provisions of Regulation 6.090. Such minimum standards shall include internal controls for: promoting responsible interactive gaming and preventing individuals who have self-excluded from engaging in interactive gaming. [Regulation 5A.070\(9\)](#).

Funding For Problem Gambling Treatment

Not expressly covered by the interactive gaming statute or its accompanying regulations. The Gaming Commission shall deposit quarterly in the Revolving Account to Support Programs for the Prevention and Treatment of Problem Gambling created by NRS 458A.090 an amount equal to \$2 for each slot machine that is subject to the license fee imposed pursuant to NRS 463.373 and 463.375 and collected by the Commission. [NRS 463.320\(e\)](#).

► Staff Training

Corporate Policy

Each operator shall establish, maintain, implement and comply with standards that the chairman shall adopt and publish pursuant to the provisions of Regulation 6.090. Such minimum standards shall include internal controls for: (9) Promoting responsible interactive gaming and preventing individuals who have self-excluded from engaging in interactive gaming. Such internal controls shall include provisions for substantial compliance with Regulation 5.170. [Regulation 5A.070\(9\)](#).

Each licensee shall implement procedures and training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature and symptoms of problem gambling behavior and assisting patrons in obtaining information about problem gambling programs. This subsection shall not be construed to require employees of licensees to identify problem gamblers. Each licensee shall designate personnel responsible for maintaining the program and addressing the types and frequency of such training and procedures. Training programs conducted or certified by the Nevada Council on Problem Gambling are presumed to provide adequate training for the period certified by the Nevada Council on Problem Gambling. [Regulation 5.170\(3\)](#).

Training

Each licensee shall implement procedures and training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature and symptoms of problem gambling behavior and assisting patrons in obtaining information about problem gambling programs. This subsection shall not be construed to require employees of

In Detail: Nevada

licensees to identify problem gamblers. Each licensee shall designate personnel responsible for maintaining the program and addressing the types and frequency of such training and procedures. Training programs conducted or certified by the Nevada Council on Problem Gambling are presumed to provide adequate training for the period certified by the Nevada Council on Problem Gambling. [Regulation 5.170\(3\)](#).

► Informed Decision Making

Information About Gambling

Practical Tips To Keep Within Safe Limits
Not expressly covered

Myths Associated With Applicable Game
Not expressly covered

Information On How Games Work
Each operator shall adopt and adhere to written, comprehensive house rules governing wagering transactions by and between authorized players that are available for review at all times by authorized players through a conspicuously displayed link. Such house rules shall include, but not be limited to, specifying the following: (1) Clear and concise explanation of all fees; (2) The rules of play of a game; (3) Any monetary wagering limits; and (4) Any time limits pertaining to the play of a game. [Regulation 5A.100\(1\)-\(4\)](#).

How To Use Responsible Gambling Tools
An operator shall ensure that an authorized player has the ability, through their interactive gaming account, to select responsible gambling options that include without limitation: (a) Loss limits establishing the net loss that can occur within a specified period of time; (b) Deposit

limits establishing the amount of total deposits an authorized player can make to their interactive gaming account within a specified period of time; (c) Tournament limits establishing the total dollar amount of tournament entries a patron can purchase within a specified period of time; (d) Buy in limit establishing the total amount of funds an authorized player can allocate for the play of poker within a specified period of time, exclusive of tournament entries purchased; (e) Play time limits establishing the total amount of time available for play during a specified period of time; and (f) Time based exclusion from gambling settings. [Regulation 5A.120\(13\)\(a\)-\(f\)](#).

Risks Associated With Gambling
Not expressly covered

Signs Of A Potential Gambling Problem
Each operator shall establish, maintain, implement and comply with standards that the chairman shall adopt and publish pursuant to the provisions of Regulation 6.090. Such minimum standards shall include internal controls for: (9) Promoting responsible interactive gaming and preventing individuals who have self-excluded from engaging in interactive gaming. Such internal controls shall include provisions for substantial compliance with Regulation 5.170. [Regulation 5A.070\(9\)](#).

Each licensee shall post or provide in conspicuous places in or near gaming and cage areas and cash dispensing machines located in gaming areas written materials concerning the nature and symptoms of problem gambling and the toll-free telephone number of the National Council on Problem Gambling or a similar entity approved by the chairman of the board that provides information and referral services for problem gamblers. [Regulation 5.170\(2\)](#).

In Detail: Nevada

Personalized Information

Interactive gaming systems must be able to provide an account statement to authorized players both periodically and on demand. The account statement must include detailed information about their account activity for a defined time period. Information to be provided must include at a minimum, the following: (a) Deposits to the interactive gaming account; (b) Withdrawals from the interactive gaming account; (c) Money wagered in total during each table session; (d) Money won in each table session; (e) Promotional or bonus credits issued to the interactive gaming account; (f) Promotional or bonus credits wagered in each game session; (g) Manual adjustments or modifications to the interactive gaming account; and (h) Any other information that the chairman may require. [Technical Standard 6.110\(11\)\(a\)-\(h\)](#).

Limit Setting

Interactive gaming systems must employ a mechanism that allows authorized players to set limits on their interactive gaming account. This mechanism must require that the authorized player acknowledge how the limit works, the amount of the limit, and whether or not the limit may take effect in the middle of a game session, player session, or tournament play. The mechanism must require that the authorized player wait at least 24 hours after a change to a limit is made before allowing any changes that would increase a limit. At a minimum, the following limits must be available to the authorized player: (a) "Loss limit" that specifies the maximum amount of money that can be lost within a given timeframe; and (b) "Time available for play limit" that specifies the amount of time an authorized player can play within a given timeframe or session which must require player acknowledgement during game play to extend a game session or tournament play. [Technical Standard 6.110\(14\)\(a\)-\(b\)](#).

Individual Limits For Each Type of Game

Not expressly covered

Play Stopped When Limit Reached

An interactive gaming system must be able to terminate a game or player session under the following conditions and notify the player of the termination: (e) A limit of the interactive gaming account has been reached. [Technical Standard 6.120\(2\)\(e\)](#).

Time Out

Not expressly covered in the interactive gaming statute or its accompanying regulations. After joining the self-exclusion list, a player has to wait at least 30 days before resuming play. [Regulation 5A.130\(1\)\(d\)](#). An operator shall ensure that an authorized player has the ability, through their interactive gaming account, to select responsible gambling options that include without limitation: (f) Time based exclusion from gambling settings. [Regulation 5A.120\(13\)\(f\)](#).

▶ Assisting Players

Policies

Each licensee shall implement procedures and training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature and symptoms of problem gambling behavior and assisting patrons in obtaining information about problem gambling programs. This subsection shall not be construed to require employees of licensees to identify problem gamblers. Each licensee shall designate personnel responsible for maintaining the program and addressing the types and frequency of such training and procedures. Training programs conducted or certified by the Nevada Council on Problem Gambling are presumed to provide adequate

In Detail: Nevada

training for the period certified by the Nevada Council on Problem Gambling. [Regulation 5.170\(3\)](#).

▶ Self-Exclusion

Self-Exclusion Policy

Operators must have and put into effect policies and procedures for self-exclusion and take all reasonable steps to immediately refuse service or to otherwise prevent an individual who has self-excluded from participating in interactive gaming. [Regulation 5A.130\(1\)](#). Interactive gaming systems must employ a mechanism to allow authorized players to self-exclude their interactive gaming account from conducting any gaming activities. [Technical Standard 6.110\(15\)](#).

Exclusion Length

Operators must have and put into effect policies and procedures for self-exclusion and take all reasonable steps to immediately refuse service or to otherwise prevent an individual who has self-excluded from participating in interactive gaming. These policies and procedures include without limitation the following: provisions precluding an individual who has self-excluded from being allowed to again engage in interactive gaming until a reasonable amount of time of not less than 30 days has passed since the individual self-excluded. [Regulation 5A.130\(1\)\(d\)](#).

Communication With Players

Operators must take all reasonable steps to prevent any marketing material from being sent to an individual who has self-excluded. [Regulation 5A.130\(2\)](#). Interactive gaming systems must employ a mechanism to allow authorized players to self-exclude their interactive gaming account from conducting any gaming activities. The mechanism must be able to do the

following: (c) Remove the authorized player from all mailing and marketing lists within a reasonable timeframe. [Technical Standard 6.110\(15\)\(c\)](#).

Access To Help

Not expressly covered

Enforcement

Operators must have and put into effect policies and procedures for self-exclusion and take all reasonable steps to immediately refuse service or to otherwise prevent an individual who has self-excluded from participating in interactive gaming. These policies and procedures include without limitation the following: (b) The closing of the interactive gaming account held by the individual who has self-excluded; and (d) Provisions precluding an individual who has self-excluded from being allowed to again engage in interactive gaming until a reasonable amount of time of not less than 30 days has passed since the individual self-excluded. [Regulation 5A.130\(1\)\(b\), \(d\)](#). Interactive gaming systems must employ a mechanism to allow authorized players to self-exclude their interactive gaming account from conducting any gaming activities. The mechanism must be able to do the following: (b) Immediately restrict all gaming activity and clearly indicate to the authorized player when the exclusion will take effect. [Technical Standard 6.110\(15\)\(b\)](#).

Reinstatement

Not expressly covered

Renewal

Not expressly covered

▶ Advertising And Promotion

Advertising Policy Statement

In Detail: Nevada

Operator To Have Clearly Articulated Commitment To Responsible Advertising

Not expressly covered

Operator To Not Advertise Product On Online Responsible Gambling Pages

Not expressly covered

Advertising To Not Be Misleading About Game Outcome And To Not Misrepresent Game Odds

An operator, including its employees or agents, shall be truthful and non-deceptive in all aspects of its interactive gaming advertising and promotions. An operator which engages in any promotion related to interactive gaming shall clearly and concisely explain the terms of the promotion and adhere to such terms. [Regulation 5A.155](#).

▶ Game And Site Features

Clock Visible At All Times

Not expressly covered

Games Display Bets, Wins, Losses And Account Balances As Cash

Interactive gaming systems must be able to provide an account statement to authorized players both periodically and on demand. The account statement must include detailed information about their account activity for a defined time period. Information to be provided must include at a minimum, the following: (a) Deposits to the interactive gaming account; (b) Withdrawals from the interactive gaming account; (c) Money wagered in total during each table session; (d) Money won in each table session; (e) Promotional or bonus credits issued to the interactive gaming account; (f) Promotional or bonus credits wagered in each game session; (g) Manual adjustments or

modifications to the interactive gaming account; and (h) Any other information that the chairman may require. [Technical Standard 6.110\(11\)](#).

Game Features

Site To Not Utilize Auto-Play Feature

Not expressly covered

Site Avoids Reinforcing Myths

Not expressly covered

New Features

Potential New Games And Site Technology Reviewed For Possible Impact On Problem Gambling

The Gaming Commission is responsible for inspecting new games in Nevada. In particular, the Commission may adopt and implement procedures that preserve and enhance the necessary balance between the regulatory and economic interests of Nevada which are critical to the vitality of the gaming industry in the state. [NRS 463.670\(2\)](#).

Registration

Players To Receive Responsible Gambling Information Upon Registering

Operators must provide for the prominent display of the following information on a page which, by virtue of the construction of the website, authorized players must access before beginning a gambling session: Active links to the following: (b) A problem gambling website that is designed to offer information pertaining to responsible gaming; and (d) A website that allows for an authorized player to choose to be excluded from engaging in interactive gaming. [Regulation 5A.150\(6\)\(b\), \(d\)](#).

Site To Not Allow Multiple Accounts To Same

In Detail: Nevada

Player

An operator shall ensure the following: (a) That an individual registered as an authorized player holds only one interactive gaming account with the operator. [Regulation 5A.120\(2\)\(a\)](#).

the operator is awaiting actual receipt of such funds in the ordinary course of business. [Regulation 5A.120\(11\)](#).

► Research

Free Games

Free Games To Use Same Payout Percentage And Odds As Their Real-Money Counterparts
Not expressly covered

Not expressly covered

Free Games To Not Be Offered To Underage Players
Not expressly covered

Free Game Sites To Provide Responsible Gambling Information
Not expressly covered

Age Verification Required Upon Registration
An operator may register an individual as an authorized player only if the individual provides the operator with the following information: (b) The individual's date of birth showing that the individual is 21 years of age or older. [Regulation 5A.110\(2\)\(b\)](#). Interactive gaming systems must employ a mechanism to collect the following information prior to the creation of any interactive gaming account: (b) The individual's date of birth showing that the individual is 21 years of age or older. [Technical Standard 6.110\(4\)\(b\)](#).

Credit

An operator shall neither extend credit to an authorized player nor allow the deposit of funds into an interactive gaming account that are derived from the extension of credit by affiliates or agents of the operator. For purposes of this subsection, credit shall not be deemed to have been extended where, although funds have been deposited into an interactive gaming account,

▶ Reference Table: Nevada

National Council On Problem Gambling Standards	Expressly Covered
Policy	
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling	
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●
Staff Training	
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●
Informed Decision Making	
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game	
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●
Requirement That Site Display Information On Risks Associated With Gambling	●
Requirement That Site Display Information On Signs Of A Potential Gambling Problem	●
Requirement That Site Provide Information On Play	●
Requirement That Site Provide Limit Setting On Spend And Time	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●
Requirement That Site Provide Time Out	
Assisting Players	
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players	
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties	
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries	●
Self-Exclusion	
Requirement That Site Provide Online Self-Exclusion Registration	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration	
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	●
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal	
Advertising And Promotion	
Requirement That Advertising Not Be Misleading	●
Game And Site Features	
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay	
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●
Research	
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling	

NEW JERSEY

Online gambling legislation enacted in February 2013 authorized New Jersey casinos to offer Internet gaming. Intrastate online poker, table games and slot games went live in November 2013 and are being offered by seven of the state's 11 casinos.



KEY MARKET DATA

Adult Population: 6.8m

Key Online Gambling Law: N.J. Rev. Stat. §§5.12-95.17 - 5.12-95.33

Key Online Gambling Regulation: N.J. Admin. Code §13.690

Regulator: Division of Gaming Enforcement; Casino Control Commission

Online Gambling Market Opened: November 26, 2013

Source: U.S. Census Bureau, GamblingCompliance

In Detail: New Jersey

► Policy

Commitment To Responsible Gambling

Not expressly covered

Strategy For Responsible Gambling

Not expressly covered

Funding For Problem Gambling Treatment

Licensees must pay annually to the Division of Gaming Enforcement \$250,000, \$140,000 of which shall be allocated to the Council on Compulsive Gambling of New Jersey and \$110,000 of which shall be used for compulsive gambling treatment programs in the state. [N.J. Rev. Stat. §5:12-92.29\(d\)](#).

► Staff Training

Corporate Policy

Licensees shall have an Internet gaming manager responsible for the operation and integrity of Internet gaming and reviewing all reports of suspicious behavior. The Internet gaming manager shall immediately notify the Division of Gaming Enforcement if any person participating in Internet gaming is on the list of persons self-excluded from gaming activities at all licensed casinos. [N.J. Admin. Code §13.69O-1.2\(i\)](#).

Training

Not expressly covered

► Informed Decision Making

Information About Gambling

Practical Tips To Keep Within Safe Limits

Not expressly covered

Myths Associated With Applicable Game

Not expressly covered

Information On How Games Work

The following information shall be readily available through a client terminal before a patron begins play on an Internet gaming system and at all times during play, where applicable: (1) Sufficient information to identify the specific game selected; (2) Game play and payout rules, which shall not rely on sound to convey their meaning; and (3) All charges imposed on patrons, such as fees, rake, and vigorish. [N.J. Admin. Code §§13.69O-1.5\(j\)\(1\)-\(3\)](#).

How To Use Responsible Gambling Tools

Licensees' Internet gaming systems shall allow patrons to access a player protection page at all times while logged into their Internet gaming account. [N.J. Admin. Code §13.69O-1.2\(v\)](#). The player protection page shall include, at a minimum, all of the following features: (i) A prominent message, which states "If you or someone you know has a gambling problem and wants help, call 1-800-Gambler"; (ii) A direct link to the Council on Compulsive Gambling New Jersey, Inc. and one other organization based in the United States dedicated to helping people with potential gambling problems; and (iii) Rules governing self-imposed responsible gaming limits. [N.J. Admin. Code §§13.69O-1.2\(l\)\(14\)\(i\)-\(iii\)](#).

Risks Associated With Gambling

Not expressly covered

Signs Of A Potential Gambling Problem

Not expressly covered

Personalized Information

Licensees' Internet gaming systems shall provide an account statement with account details to a patron on demand, which shall include detailed account activity for at least the six months

In Detail: New Jersey

preceding 24 hours prior to the request. In addition, licensees' Internet gaming systems shall, upon request, be capable of providing a summary statement of all patron activity during the past year. Information to be provided on the summary statement shall include, at a minimum, the following: (1) Deposits to the Internet gaming account; (2) Withdrawals from the Internet gaming account; (3) Win or loss; (4) Beginning and ending account balances; and (5) Self-imposed responsible gaming limit history, if applicable. [N.J. Admin. Code §§13.69O-1.3\(i\)\(1\)-\(5\)](#).

Unless otherwise approved by the Division, a record of all bonus and promotional wagering offers related to Internet gaming shall be maintained in an electronic file that is readily available to the Division. All bonus and promotional wagering offers shall be stated in clear and unambiguous terms and shall be readily accessible by the patron. Offer terms and the record of all offers shall, at a minimum, include: (1) The date and time presented; (2) The date and time the offer is active and expires; and (3) Patron eligibility and redemption requirements. [N.J. Admin. Code §13.69O-1.4\(s\)\(1\)-\(3\)](#).

Software utilized for Internet gaming shall either: (1) Continuously display the current time in the time zone where the game server is physically located and the time elapsed while in the current patron session; or (2) Cause a pop-up notification, at least every half-hour, to be prominently displayed on the client terminal advising the patron of the current time and the amount of time elapsed since his or her log on. [N.J. Admin. Code §13.69O-1.2\(h\)\(1\)-\(2\)](#).

Limit Setting

Licensees' Internet gaming systems shall be capable of allowing a patron to establish the following responsible gaming limits: (2) A spend

limit shall be offered on a daily, weekly and monthly basis and shall specify the maximum amount of patron deposits that may be put at risk during a particular period of time; and (3) A time-based limit shall be offered on a daily basis and shall specify the maximum amount of time, measured hourly from the patron's log in to log off, a patron may spend playing on an Internet gaming system, provided, however, that if the time-based limit is reached a patron will be permitted to complete any round of play, or active or prepaid tournament. [N.J. Admin. Code §§13.69O-1.4\(n\)\(2\)-\(3\)](#).

Individual Limits For Each Type of Game

Not expressly covered

Play Stopped When Limit Reached

Licensees' Internet gaming systems shall be implement automated procedures to identify and prevent the following persons from placing a wager: (7) Patrons who have exceeded their spend or time-based limit. [N.J. Admin. Code §13.69O-1.4\(o\)\(7\)](#).

Time Out

A patron may suspend his or her Internet gaming account for a period of no less than 72 hours. [N.J. Admin. Code §13.69O-1.2\(l\)](#).

▶ Assisting Players

Policies

Licensees' Internet gaming systems shall allow patrons to access a player protection page at all times while logged into their Internet gaming account. [N.J. Admin. Code §13.69O-1.2\(v\)](#). The player protection page shall include, at a minimum, all of the following features: (i) A prominent message, which states "If you or someone you know has a gambling problem and wants help, call 1-800-Gambler"; (ii) A direct link

In Detail: New Jersey

to the Council on Compulsive Gambling New Jersey, Inc. and one other organization based in the United States dedicated to helping people with potential gambling problems; and (iii) Rules governing self-imposed responsible gaming limits. [N.J. Admin. Code §§13.69O-1.2\(l\)\(14\)\(i\)-\(iii\)](#).

► Self-Exclusion

Self-Exclusion Policy

Licensees' Internet gaming systems shall provide a link within the patron's Internet gaming account to an Internet self-exclusion application account to an Internet self-exclusion form. [N.J. Admin. Code §13.69G-2.2\(d\)\(5\)](#).

Exclusion Length

A patron may request Internet self-exclusion for a period of one year, five years, or lifetime. [N.J. Admin. Code §13.69G-2.2\(d\)\(2\)](#). If a patron requests Internet self-exclusion for life, such a request must be made in person at a location designated by the Division of Gaming Enforcement. [N.J. Admin. Code §13.69G-2.2\(c\)](#).

Communication With Players

For Internet self-excluded patrons, licensees shall establish procedures that are designed, to the greatest extent practicable, to ensure that self-excluded patrons do not receive, either from the casino licensee or any agent thereof, junket solicitations, targeted mailings, telemarketing promotions, player club materials, or other promotional materials relating to Internet gaming. [N.J. Admin. Code §13.69G-2.4\(b\)\(1\)](#).

Access To Help

Not expressly covered

Enforcement

For self-excluded patrons, licensees shall establish procedures that are designed, to

the greatest extent practicable, to: (2) Refuse wagers from and deny any gaming privileges to any self-excluded patron; and (3) Deny casino credit, check cashing privileges, player club membership, complimentary goods and services, junket participation and other similar privileges and benefits to any self-excluded patron. [N.J. Admin. Code §§13.69G-2.4\(a\)\(2\)-\(3\)](#).

Reinstatement

Except for those patrons choosing a lifetime self-exclusion, any self-excluded patron may, upon the expiration of the period of self-exclusion requested, request removal of his or her name from the self-exclusion list by submitting, in person, a completed request for removal. A request for removal from the self-exclusion list shall be in a form prescribed by the Division of Gaming Enforcement. The form shall include: (1) The identifying information specified in [N.J. Admin. Code §§13:69G-2.2\(c\)\(i\)-\(iv\)](#); (2) The signature of the patron requesting removal from the self-exclusion list indicating acknowledgment of the following statement: "I certify that the information that I have provided above is true and accurate. I am aware that my signature below constitutes a revocation of my previous request for self-exclusion, and I authorize the Division to permit all New Jersey casino licensees to reinstate my gaming privileges at licensed casinos and simulcasting facilities."; (3) The type of identification credentials examined containing the signature of the person requesting removal from the self-exclusion list, and whether said credentials included a photograph or general physical description of the person; and (4) The signature of a Division employee authorized to accept such request. [N.J. Admin. Code §§13.69G-2.5\(a\)-\(b\)](#).

Renewal

The one-year and five-year self-exclusion periods continue indefinitely, unless the self-excluded

In Detail: New Jersey

patron requests, in writing, to be removed after the end of the stated period of self-exclusion. [N.J. Admin. Code §13.69G-2.2\(5\)\(i\)](#).

▶ Advertising And Promotion

Advertising Policy Statement

Operator To Have Clearly Articulated Commitment To Responsible Advertising
Not expressly covered

Operator To Not Advertise Product On Online Responsible Gambling Pages
Not expressly covered

Advertising To Not Be Misleading About Game Outcome And To Not Misrepresent Game Odds

Licenseses are held to the general casino advertising requirements set out at [N.J. Admin. Code §13.69C-14.1 and 14.2](#). Advertising shall be based upon fact, and shall not be false, deceptive or misleading. [N.J. Admin. Code §13.69C-14.2\(d\)](#).

▶ Game And Site Features

Clock Visible At All Times

Software utilized for Internet gaming shall either: (1) Continuously display the current time in the time zone where the game server is physically located and the time elapsed while in the current patron session; or (2) Cause a pop-up notification, at least every half-hour, to be prominently displayed on the client terminal advising the patron of the current time and the amount of time elapsed since his or her log on. [N.J. Admin. Code §§13.69O-1.2\(h\)\(1\)-\(2\)](#).

Games Display Bets, Wins, Losses And

Account Balances As Cash

Licenseses' Internet gaming systems shall provide an account statement with account details to a patron on demand, which shall include detailed account activity for at least the six months preceding 24 hours prior to the request. In addition, licenseses' Internet gaming systems shall, upon request, be capable of providing a summary statement of all patron activity during the past year. Information to be provided on the summary statement shall include, at a minimum, the following: (1) Deposits to the Internet gaming account; (2) Withdrawals from the Internet gaming account; (3) Win or loss; (4) Beginning and ending account balances; and (5) Self-imposed responsible gaming limit history, if applicable. [N.J. Admin. Code §§13.69O-1.3\(i\)\(1\)-\(5\)](#).

Game Features

Site To Not Utilize Auto-Play Feature
Not expressly covered

Site Avoids Reinforcing Myths
Not expressly covered

New Features

Potential New Games And Site Technology Reviewed For Possible Impact On Problem Gambling

Authorized games or variations or composites thereof are found by the Division of Gaming Enforcement suitable for use after an appropriate test or experimental period under such terms and conditions as the Division may deem appropriate. [N.J. Rev. Stat. §5:12-5](#).

Registration

Players To Receive Responsible Gambling Information Upon Registering
Patrons must agree to a licenseses' terms and

In Detail: New Jersey

conditions when establishing an Internet gaming account. [N.J. Admin. Code §13:69O-1.2\(l\)\(14\)\(vii\)](#). Licensees' terms and conditions shall include the following: (9) Patron's right to set responsible gaming limits and to self-exclude; and (10) Patron's right to suspend his or her account for a period of no less than 72 hours. [N.J. Admin. Code §§13.69O-1.2\(l\)\(9\)-\(10\)](#).

Site To Not Allow Multiple Accounts To Same Player

A patron shall have only one Internet gaming account for each Internet gaming intermediary. Each Internet gaming account shall be: (1) Non-transferable; (2) Unique to the patron who establishes the account; and (3) Distinct from any other account number that the patron may have established with the casino licensee. [N.J. Admin. Code §§13.69O-1.3\(c\)\(1\)-\(3\)](#).

Free Games

Free Games To Use Same Payout Percentage And Odds As Their Real-Money Counterparts

An Internet gaming system may offer games that do not require a wager or payment from a patron's Internet gaming account to patrons who have not exceeded any daily time-based limit, provided that the games comply with the following requirements: (1) Any game substantially similar to a game approved by the Division of Gaming Enforcement shall utilize a payout percentage equal to or less than the lowest payout percentage of the approved game; (2) Any game not substantially similar to a game approved by the Division shall prominently display the following prior to the start of the game and during game play: (i) The game is offered for entertainment purposes only; (ii) The game is not approved by the Division; and (iii) The game outcomes may not be representative of those for a Division approved game. [N.J. Admin Code §§13.69O-1.2\(s\)](#)

(1)-(2).

Free Games To Not Be Offered To Underage Players

An Internet gaming system may offer games that do not require a wager or payment from the patron's Internet gaming account. [N.J. Admin. Code §13.69O-1.2\(s\)](#). In order to establish an Internet gaming account, licensees shall verify that the patron is of the legal age of 21. [N.J. Admin. Code §13.69O-1.3\(b\)\(5\)](#). Further, any game that can be played without logging into an Internet gaming account shall: (i) Require the patron to verify that he or she is 21 years of age or older prior to beginning play; and (ii) Not offer an award or thing of value. [N.J. Admin. Code 13.69O-1.2\(s\)\(3\)](#).

Free Game Sites To Provide Responsible Gambling Information

Not expressly covered

Age Verification Required Upon Registration

In order to establish an Internet gaming account, licensees shall verify that the patron is of the legal age of 21, not self-excluded, on the exclusion list, or otherwise prohibited from participation in gaming. [N.J. Admin. Code §13.69O-1.3\(b\)\(5\)](#).

Credit

Licensees are permitted to extend "promotional gaming credit" to patrons. "Promotional gaming credit" means a slot machine credit or other item approved by the Division of Gaming Enforcement that is issued by a licensee to a patron for the purpose of enabling the placement of a wager at a slot machine in its casino or through an authorized Internet gaming system. The slot machine credit or other item shall be non-cashable unless an alternative form of slot machine credit has been approved by the Division. [N.J. Admin. Code §13.69L-1.2](#).

In Detail: [New Jersey](#)

► Research

The Division of Gaming Enforcement shall annually cause a report to be prepared and distributed to the Governor on the impact of Internet gaming on problem gamblers and gambling addiction in New Jersey. The report shall be prepared by a private organization or entity with expertise in serving the needs of persons with gambling addictions, which organization or entity shall be selected by the Division. The report shall be prepared and distributed under the supervision of, and in coordination with, the Division. Any costs associated with the preparation and distribution of the report shall be borne by licensees who have been authorized by the Division to conduct Internet gaming and the Division shall be authorized to assess a fee against such licensees for these purposes. The Division may also report periodically to the Governor on the effectiveness of the statutory and regulatory controls in place to ensure the integrity of gaming operations through the Internet. [N.J. Rev. Stat. §5:12-95.18](#).

▶ **Reference Table: New Jersey**

National Council On Problem Gambling Standards	Expressly Covered
Policy	
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling	
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●
Staff Training	
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●
Informed Decision Making	
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game	
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●
Requirement That Site Display Information On Risks Associated With Gambling	
Requirement That Site Display Information On Signs Of A Potential Gambling Problem	
Requirement That Site Provide Information On Play	●
Requirement That Site Provide Limit Setting On Spend And Time	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●
Requirement That Site Provide Time Out	●
Assisting Players	
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players	
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties	
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries	
Self-Exclusion	
Requirement That Site Provide Online Self-Exclusion Registration	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration	
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	●
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal	
Advertising And Promotion	
Requirement That Advertising Not Be Misleading	●
Game And Site Features	
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay	●
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	●
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●
Research	
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling	●

► Combined Reference Table

National Council On Problem Gambling Standards	DE	NV	NJ
Policy			
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling			
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●	●	●
Staff Training			
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●	●	●
Informed Decision Making			
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game			
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●	●	●
Requirement That Site Display Information On Risks Associated With Gambling		●	
Requirement That Site Display Information On Signs Of A Potential Gambling Problem		●	
Requirement That Site Provide Information On Play		●	●
Requirement That Site Provide Limit Setting On Spend And Time	●	●	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●	●	●
Requirement That Site Provide Time Out			●
Assisting Players			
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players			
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties			
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries		●	
Self-Exclusion			
Requirement That Site Provide Online Self-Exclusion Registration	●	●	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration			
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●	●	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●	●	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	●	●	
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	●		●
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal			
Advertising And Promotion			
Requirement That Advertising Not Be Misleading	●	●	●
Game And Site Features			
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay			●
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●	●	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●	●	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●	●	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●	●	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	●		●
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●	●	●
Research			
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling			●



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NATIONAL COUNCIL ON PROBLEM GAMBLING (US)

GRADE: Social Games Consumer Protection Guidelines

3rd Draft: October 21, 2013

Social games with casino themes are among the fastest growing segments of the game industry. Yet significant uncertainty remains about the definitions and risks. Indeed, many social game developers and operators, including major gaming companies, argue that social games do not meet the definition of gambling and therefore requires no regulation. NCPG does not take an opinion on the legality of social games or whether they should be regulated.

NCPG believes that consumer protection standards are important as it is likely that some users of social games with casino themes may experience negative consequences. Operators benefit by protecting a significant source of revenue, providing good customer service and engaging with regulators and legislators in a positive manner. Regulators have an obligation under the “precautionary principle” to protect the public especially when faced with a brand new and fast-growing gambling-like activity. Organizations like the National Council have a duty to advocate for consumer protection.

Many social games with casino themes utilize features that are regulated, prohibited or not possible in regulated gaming environments. Some of these features are argued by some to contribute to greater risk of problem gambling. They include high frequency and speed of play, lack of minimum age policy and enforcement, “opaque” game mechanics, no specific oversight or consumer protection, unclear differentiation between social and “real money” games, among others.

The intent of the standards is to facilitate discussions about consumer protection among operators, regulators, legislators, consumer advocates and the public. While it is likely that many social games encourage lengthy play, our focus is placed on social games with casino themes that are free-to-play but have ways in which the consumer can spend real money. As noted, some argue that it is likely that some users are currently or at-risk for gambling addiction, and that as a result they may spend excessive amounts of time and money on social games with casino themes, leading to negative consequences.

As with internet gambling, the graphical and interactive structure of the social media provides an opportunity to create informed consumers with access to a variety of information designed to encourage safe choices and discourage unsafe behavior. Some game features could be utilized to promote responsible play, such as granting coins for setting voluntary limits, or for reading through the educational information.

These guidelines are a work in progress as social gambling continues to rapidly. As we collect more information on actual player behavior we will be able to further determine what, if any, consumer protection and regulation is necessary. We encourage the social game developers and operators to work with NCPG to provide this data. We encourage feedback and comment and believe all stakeholders have an interest in reducing possible harms from social games with casino themes

Gambling-Like Monetized Games

Responsible Gaming Features

Age Controls

Data Driven Research

Education Of Players

G: The standards are intended to apply primarily to social gambling that uses gambling themes, images, words and game mechanics. While payment is usually not required to initiate play, monetization is a significant part of many models. We believe such games are most likely to raise concerns about addiction and thus require additional consumer protection features.

R: Social games with casino themes should also have consumer protection features. These consumer protection features are based on an informed decision making model. Much more thorough information on online responsible gaming is found in NCPG's Internet Responsible Gambling Standards (www.ncpgambling.org/irgstandards). Important features social gaming operators are encouraged to include are:

- Personalized information on play, including summary of time & money spent per session and overall.
- Limit setting, for both time and amount of money spent in the game.
- Self exclusion option, which includes a ban on further communication or solicitation from the game operator.

A: Establishing and enforcing a minimum age to play is important for gambling-related games that are monetized. As social media platforms are generally not well equipped to verify age, special consideration must be given to verifying the age and identify of paying customers. Advertising should only target those of age to play.

D: Play data from social games sites should be made available to qualified independent researchers. Data must be de-identified to remove personally identifying information, consistent with Federal and state privacy, intellectual property and freedom of information laws. Research will help determine how to tailor policy and practice to minimize harm.

E: In general, social games with casino themes should provide users with a variety of information to help make informed decisions about their play. Suggested consumer protection information may include:

- Practical tips on how to keep spending within safe limits
- Information on how individual games work, including plain language discussions that reflexive, adaptive or algorithm based gaming is not random
- Warnings on the risks associated with excessive play, including signs of a potential gambling problem
- Links to at least one organization dedicated to helping people with potential gambling problems.
- Notification when customers shift from free to pay, and reminder that purchase is not necessary to proceed within the game.

About NCPG: The National Council on Problem Gambling is the United States advocate for programs and services to assist problem gamblers and their families. NCPG was founded in 1972 and is a non-partisan, non-profit organization that is neutral on legalized gambling. NCPG and its 37 state affiliate chapters work together to provide hope and help for those affected by problem gambling.

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INTERNET, SOCIAL & RESPONSIBLE GAMBLING



MGC Internet Gaming Forum

March 11, 2014

Keith Whyte, Executive Director

About NCPG

- The national advocate for programs and services to assist problem gamblers and their families.
- NEUTRAL on legalized gambling.
- Founded in 1972.
- Chapters in 36 of 50 states, including MA.
- Work with government, gaming industry, regulators, legislators, media & community.

Why Care About Technology?...

- Obliterates traditional gambling definitions, regulations and practices.
- Allows manipulation of every aspect of any game.
- Evolves on a daily basis, far outstripping regulation and RG.
- Results in gambling that may be both more risky and more responsible.

What's Now?

- Racing
- Lottery
- Casino
- Social
- Fantasy
- Sweepstakes



OPENING AN ACCOUNT ANSWERS

Can anyone be a TVG subscriber?

To open a TVG wagering account, you must be at least 21 years old and reside in a state where wagering services are available.

Where are wagering services available?

Wagering services are currently offered in Arkansas, California, Colorado, Florida, Idaho, Illinois, Iowa, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Montana, New Hampshire, New Jersey, New Mexico, New York, North Dakota, Ohio, Oregon, Pennsylvania, Tennessee, Virginia, Washington, West Virginia and Wyoming

*Residents of Massachusetts may not be able to place wagers on racing from certain racetracks.



Rolling Out the Red Carpet for You!



If you play the Massachusetts State Lottery, you deserve something special. And we've got the perfect thing:

The Massachusetts Lottery RED CARPET VIP CLUB

It's an internet site everyone can join to learn more about playing all Massachusetts State Lottery Games. And best of all — it's FREE!

What Do You Get?

E-Mail Subscriptions
Request drawing results and jackpot information be sent to your e-mail account.

Lottery News
Get Lottery news e-mails about the latest games, promotions, events, winners, etc.

Member Polls
Share your opinions and see what other members think on a variety of Lottery topics.

Second Chance Internet Entry
Continue to enjoy the convenience of online second chance drawings.

Internet Gaming

- Internet gambling has the lowest participation rates of any form of gambling, **regardless of the legality of internet gambling in the jurisdiction.**
- Internet gamblers are extremely likely to also gamble in multiple “traditional” forums, so internet gambling may mainly be an adjunct for existing gamblers.

But...

- Relatively high rates of gambling problems among those who gamble online.
 - Problem gamblers may be attracted to internet gambling.
 - Non-problem gamblers may develop problems online due to high speed of play, social isolation, use of credit/non-cash payment methods and 24-hour availability.

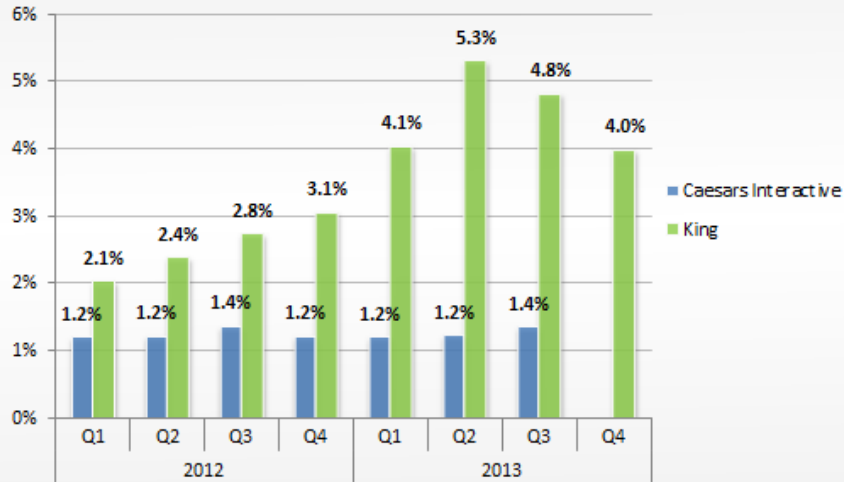
Social Gaming

- Video & social gaming correlated with gambling.
- Early onset of gambling correlated with PG.
- Some SG features associated with addiction.
- Recreational gamblers may not converge, but PGs might?
- If SG have normal population prevalence of PG = 2-3 million among worldwide monthly players.
- Unclear oversight & no standards.
- Sector evolving at light speed.

Free Is More Lucrative Than Pay

CIE vs King: Paying Player Conversion Rate

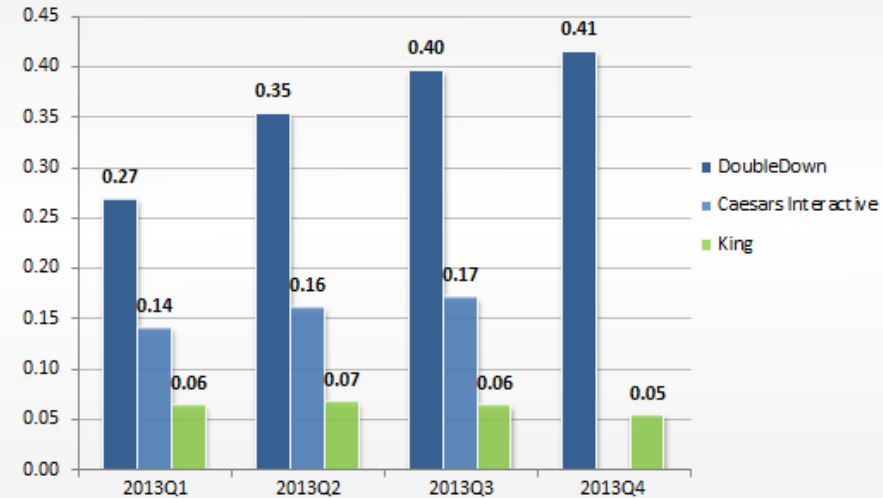
Paying Player Conversion (MUPs/MUUs)



Source: Company data, GamblingData estimates

Social Gambling Operators vs King: Daily ARPU (US\$)

Daily ARPU (US\$)



Source: Company data, GamblingData estimates

Caesar's grosses \$125 per paying player per month

Whale Tales

“A whale is a whale,” Barden said. “We had one player that **spent \$13,000 over 3 months on one of our free-to-play games**”



SG Fail: Delaware Lottery

Age

The Services are intended for those 21 years of age. Without diminishing the foregoing, to access or participate in the Services, you must be a natural person, at least 13 years old, and if you are under the age of 18 you declare that you have the consent of a legal guardian. At our sole discretion, we may require proof that you meet this condition in connection with use of the Services. Failure to comply with this condition will result in the closing of your account and the loss of all Virtual Currency or Virtual Goods acquired through your use of the Services.

Access; User Names and Passwords

You may login to use the Services by using your Facebook account. By using your Facebook account to login to the Services, you affirmatively consent to our sharing of your actions and data with Facebook.

You must be at least 13 years of age and have a valid, active Facebook account to use and access the Services. You are responsible for maintaining the confidentiality of any password you may use to access the Services, and agree not to transfer your password or user login information ("User Name"), or lend or otherwise transfer your use of or access to the Services, to any third party. You are fully responsible for all interaction with the Services that occurs in connection with your password or User Name. You agree to immediately notify us of any unauthorized use of your password or User Name or any other

Challenging Assumptions

- Regulation will “kill” social gaming.
 - Has greatly benefited many industries, especially gaming.
- Monetary prizes are an essential component of gambling addiction.
 - For addicts, its not about the money.
- We’re not responsible.
 - Responsible gambling is good customer service, builds public support, mitigates individual harms and ensures sustainability.

RG Response

- Internet Responsible Gambling April 2012.
- GRADE Social Gaming Consumer Protection March 2013.
- Review of DE, NJ & NV Internet Responsible Gambling Regulations February 2014.

www.ncpgambling.org/irgstandards

IRG Standards

NCPG developed first-ever US standards in April 2012.

- Policy
- Training
- Informed Decision Making
- Assisting Players
- Self Exclusion
- Advertising
- Game & Site Features
- Research

Social Gaming GRADE

- Gambling-Like Monetized Games
- Responsible Gaming/Consumer Protection
- Age Controls
- Data Driven Research
- Education Of Players

NCPG

730 11th Street, NW, Suite 601

Washington, DC 20001

Tel: +1.202.547.9204

Fax: +1.202.547.9206

keithw@ncpgambling.org

www.ncpgambling.org

AML AND AGE VERIFICATION IN ONLINE GAMING

Tim Richards
GM/SVP, Interactive Solutions
Global Cash Access, Inc.

11th of March, 2014

What is Money Laundering?



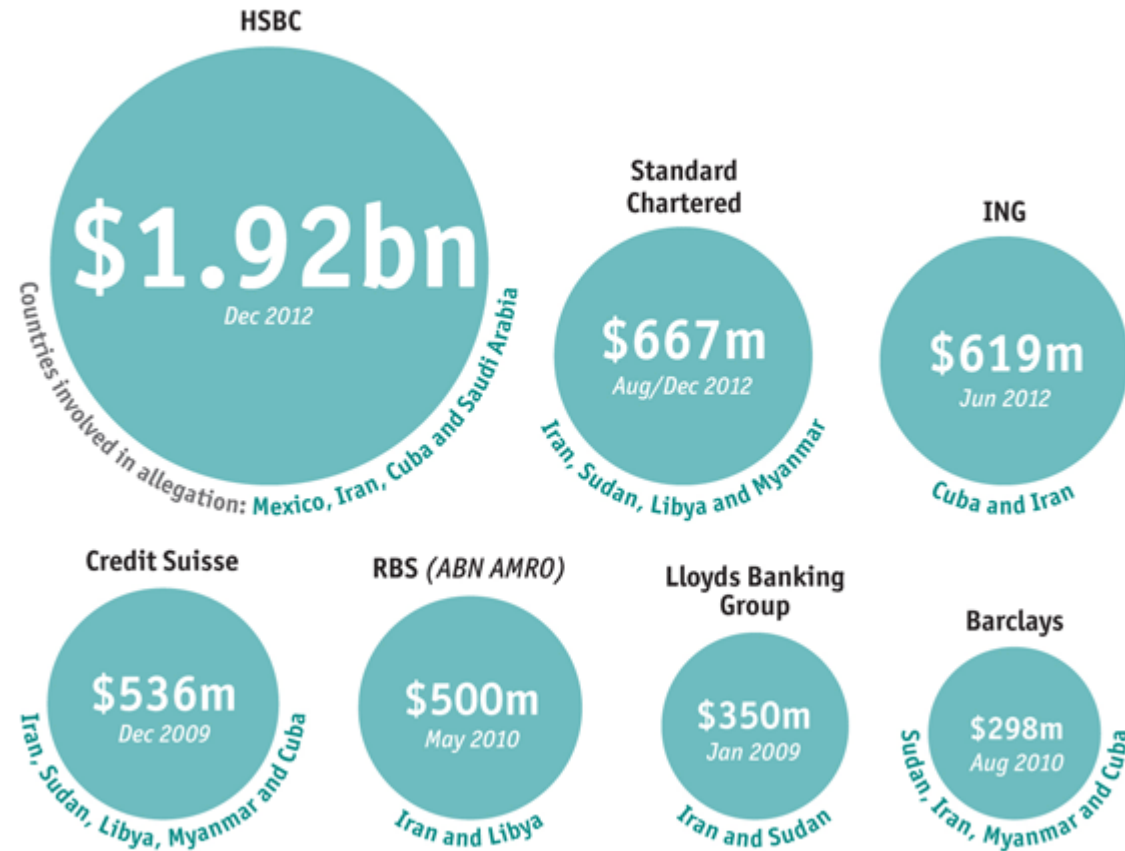
*Concealing the source of illegally gotten money
(WordNet)*

*The process of hiding the source of illegal income
by processing it through a large-turnover entity,
who takes a premium from it, and then receiving
the income from that entity to avoid suspicion
(Urban Dictionary)*

Recent US Money-Laundering Settlements

... and iGaming is a reputational risk to banks???

Biggest money-laundering settlements with US authorities



Sources: Company reports; national sources

Economist Magazine – December 2012

Money Laundering in US iGaming

- Most US based money laundering accusations have been related to offshore gaming sites for processing payments in violation of UIGEA or other banking laws
 - Gaming sites taking payments from US Citizens after UIGEA
 - Processing payments using improper category codes provided by credit card networks
 - Payment providers and e-wallets, accepting funds using non-gaming codes and allowing the funds to be used for gaming



Where Money Laundering is Found

- Criminal money laundering is focused in unregulated iGaming markets for a reason!
 - Internationality of funds flow
 - Anonymous play or no proper Know Your Customer (KYC) methods
 - Markets with no tax on wins
 - Able to play high percentage return games with a large number of transactions
 - No physical goods are involved
 - Higher stake games



Examples of Money Laundering in iGaming



- How would a criminal launder funds through iGaming?
 - Purchase of prepaid cards with cash and use prepaid debit cards to fund gaming account
 - Fund account with large deposits, wager a minimal amount, then withdrawal funds
 - Register several accounts and deposit/withdrawal amounts below AML tracking limits or suspicious activity monitoring
 - Peer-to-peer transfer of funds between accounts
 - Patron tries to withdraw funds to an account other than where the funds were deposited from
 - Chip dumping – One player buys in large and loses to another player(s) those funds
 - Using digital currencies from offshore sources to fund gaming

Potential Signs of Suspicious Activity Could Include



- Patron conducts transactions just below established thresholds or daily limits
- Multiple transactions within a short period of time
- Patron is successful at registering multiple accounts using a slightly different name
- Multiple patron accounts are identified with the same physical address on file
- Patron conducts a few small transactions and then large transaction near thresholds

What is the AML Risk in iGaming?

- Money Laundering risk for online gaming is low **if** the jurisdiction is regulated and safeguards are implemented



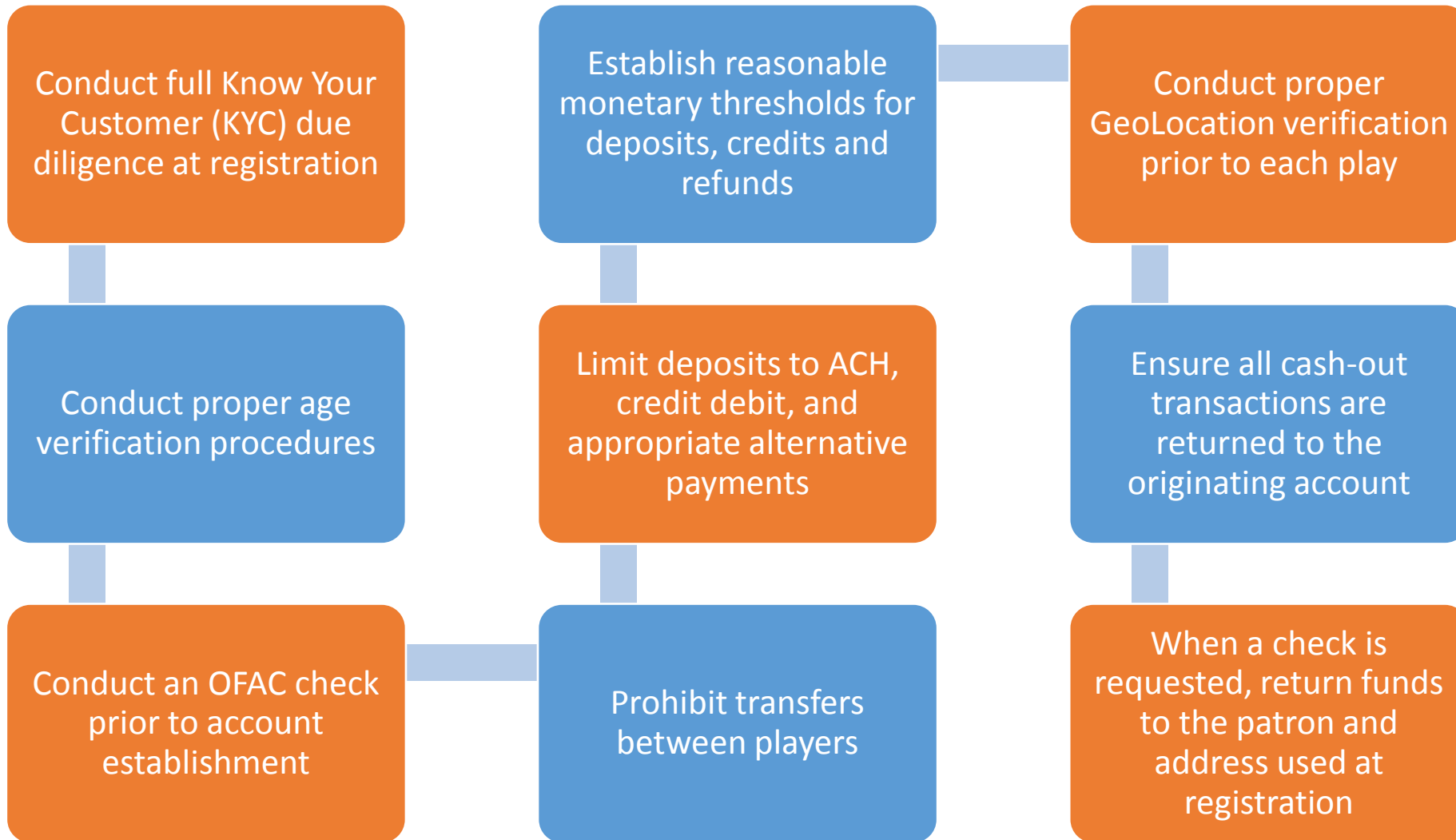
Gaming Operator's Steps to Responsibility



I WANT NEED
YOU TO BE
RESPONSIBLE

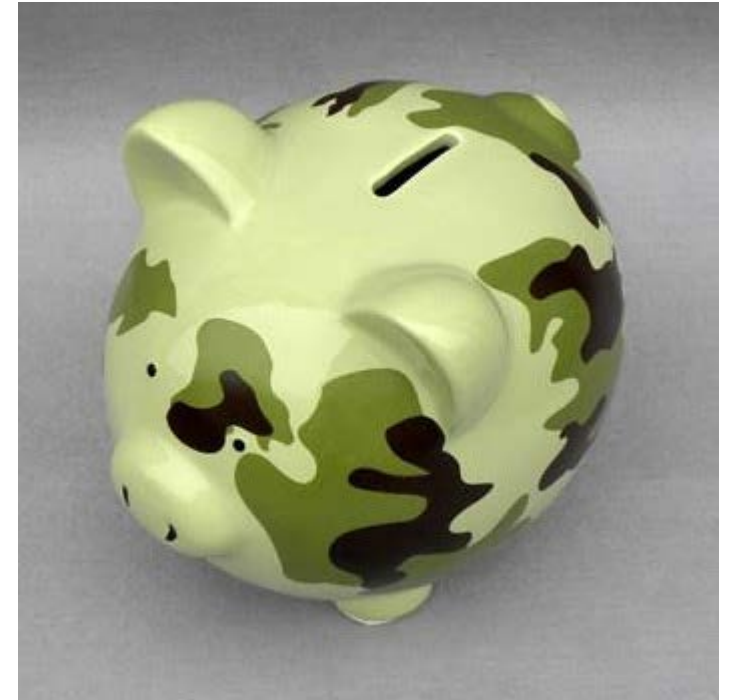
- Ensure existing Anti-Money Laundering (AML) program covers this new business segment
- AML risk assessment must include this new business segment
 - Identify potential risks and the steps being taken to mitigate this risk
- Identify your company's role in the business and management of funds
 - Prepaid Provider, Prepaid Seller, Program Manager
- Assess what thresholds the business is setting for deposits, credits, refunds, overall balances, etc.
 - This leads to determination of the type of prepaid/stored value program and the compliance requirements - open loop/closed loop
- Setup your transaction monitoring based on determined thresholds
- Monitor based on what you deem may be suspicious
- Ensure your technology captures all transactions for monitoring and reporting purposes
- File Suspicious Activity Reports (SARs) with FinCEN as required by 31 CFR Chapter X
- Ensure your program is fully and easily auditable

Gaming Operator's AML Requirements



Combating Money Laundering

- Safeguards that can be taken to deter money laundering
 - License iGaming operators
 - Require AML programs with regular audits
 - Validate account on registration
 - Know Your Customer (KYC) verification
 - Age verification
 - Geo-Location
 - Proxy piercing
 - Device fingerprinting
 - Enable account limits
 - Daily/weekly/monthly deposit amounts based on payment form
 - Velocity controls on how quickly funds can be deposited/withdrawn
 - Game level analytics and fraud detection
 - Do not allow Peer-to-Peer (P2P) transfers and digital currencies
 - Suspicious activity monitoring for repetitive or similar transactions



Accomplishing Age Verification



- Identity Verification - Is the applicant applying really who they claim to be?
 - Verifies submitted Name and Address against CRA data
 - Includes Date of Birth verification
 - Proof of Age is established when the applicant's DOB matches the KYC data from the CRA files
- KYC Authentication
 - Look for level of inconsistency within the application
 - What required elements were matched? Name, address, DOB, DL and SSN
 - Is there evidence that ties the supplied application details together, i.e. name, address, phone, Social Security number?

Verified Data Used to Establish Age



- Only verifiable sources of Data are used
- Databases are updated when the underlying records change
- New credit applications are used to continuously update the Gramm-Leach-Bliley (GLB) related data
- Experian also has access to 37 states driver's license databases
 - All include record of DOB
 - DL numbers can also be used as an optional data source

Experian Centric Database

Cross-industry credit applications <ul style="list-style-type: none">▪ 200+ million records	Shared application data
Consumer credit data <ul style="list-style-type: none">▪ 215+ million records▪ 25 fraud / 200+ credit indicators	Fraud Shield SM
Consumer demographic data <ul style="list-style-type: none">▪ 215+ million records (includes credit and non-credit sourced proprietary databases)▪ 140+ million households▪ ZIPTM-level attributes	Checkpoint
Shared fraud data <ul style="list-style-type: none">▪ 700,000 known, verified fraud records	National Fraud Database SM





Any comments or questions?

Lottery, Internet Gaming and Casinos – Peaceful Coexistence?

- New study of online players in New Jersey from Commercial Intelligence, the insights arm of Clarion Events' Gaming Division
- Key findings based on survey of 506 active online players responding in January 2014
- 35 % of online players were new to online gambling since Nov. 2013
- 38% of those who previously played on illegal sites had migrated to play on approved operator sites
- There is a clear brand correlation between land-based casinos and online brands used by NJ players



Association of Gaming Equipment Manufacturers

Lottery, Internet Gaming and Casinos – Peaceful Coexistence?

- Gender: Male 67 %, Female 33 %
- Average age for new players is 46 vs. 42 for previous online players
- 97 % of NJ online players also gamble in land-based casinos, but visit relatively infrequently – 48 % visit a casino a couple of times per year or less; 29 % visit at least monthly and 18 % visit casinos only once per year

Lottery, Internet Gaming and Casinos – Peaceful Coexistence?

- New online players are influenced by promotions in general and 35 % are influenced by promotions that can be redeemed at land-based casinos
- Hotel stays are most important promotional offer to influence players to use approved sites
- 79 % of online players expect to visit land-based casinos as frequently as before or feel that they are now more likely to visit
- Borgata has noted 85 % of its online players were not recently rated at the property

Association of Gaming Equipment Manufacturers (AGEM)

- AGEM is a non-profit international trade association representing manufacturers and suppliers of electronic gaming devices, systems, table games, online technology, key components and support products and services for the gaming industry. AGEM works to further the interests of gaming equipment suppliers throughout the world. Through political action, trade show partnerships, educational alliances, information dissemination and good corporate citizenship, the members of AGEM work together to create benefits for every company within the organization. Together, AGEM has assisted regulatory bodies and participated in the legislative process to solve problems and create a business environment where AGEM members can prosper while providing a strong level of support to education and responsible gaming initiatives. www.AGEM.org.



Massachusetts Gaming Commission Internet Forum

March 11, 2014



Introduction and Working History

George Sweny -- Senior Vice President, Internet and Charitable Gaming
Ontario Lottery and Gaming Corporation (OLG)



Regulatory Oversight

Provincial Gaming Agencies in Ontario & British Columbia

- Lottery
- Casinos & Slot Facilities
- Charitable Bingo & eBingo
- Internet Gaming

OLG's Purpose

- a) To enhance the economic development of the Province;
- b) To generate revenues for the Province;
- c) To promote responsible gaming; and
- d) To ensure that anything done for a purpose set out in clause (a), (b) or (c) is also done for the public good and in the best interests of the Province

Ontario Lottery and Gaming Corporation Act, 1999 – 0.1

OLG Overview

LOTTERY



RESORTS (Private Operators)



OLG-OWNED & OPERATED



5 locations



14 locations

NEW BUSINESS

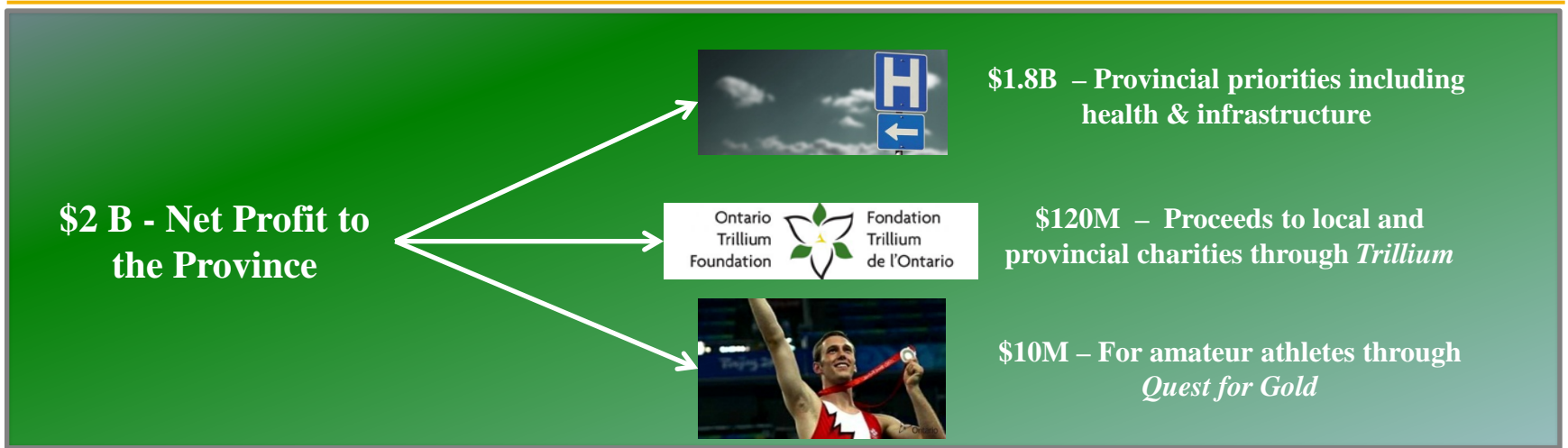
Internet Gaming



Charitable Gaming
Electronic Bingo



Where the Money Goes



~\$100 M – Payments To Municipalities

\$1.8 B – Prizes to Players

\$900 M – Employee Payroll

\$140 M + – Support for Horse Racing

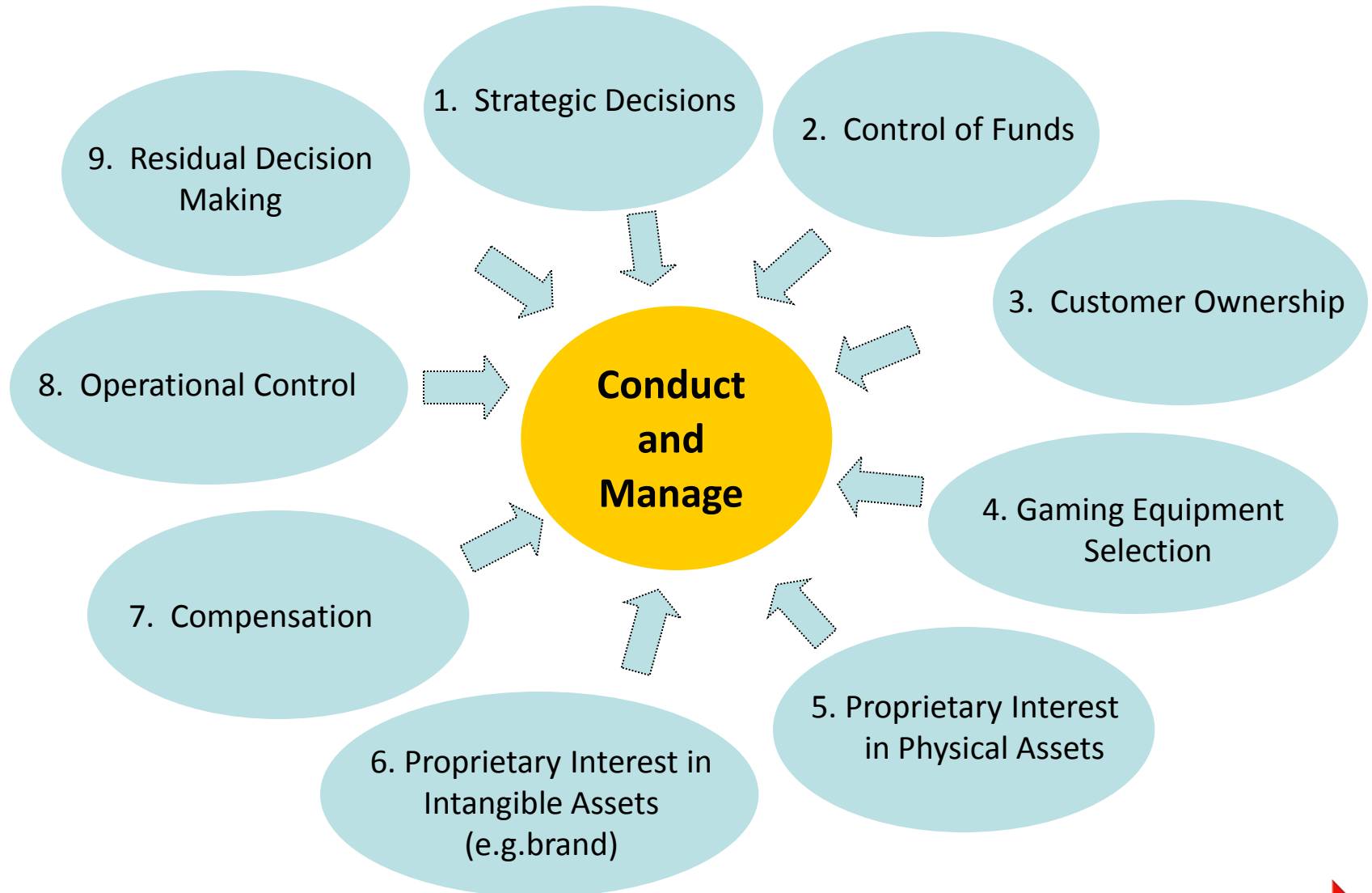
\$220 M + – Lottery Retailer Commissions

Object of the Corporation

- To develop, undertake, organize, **conduct and manage** lottery schemes on behalf of Her Majesty in right of Ontario

Ontario Lottery and Gaming Corporation Act, 1999 – 3.1

Conduct and Manage Indicators



Regulation by the AGCO

- Alcohol and Gaming Commission of Ontario
- AGCO is not directly involved in the conduct and management of lottery schemes
- Rather, it determines the regulatory environment in which OLG operates

Key Dates for OLG Internet Program

- August 2010 – OLG Given Government Direction
- December 2011 – Request for Proposals released
- December 2012 – Agreement in Principle Reached with Preferred Vendor
- April 2013 – Approvals Secured & Contract Executed
- Summer 2014 – Controlled Test Launch of PlayOLG.ca

Operating Model - Software and Services Agreement



OLG

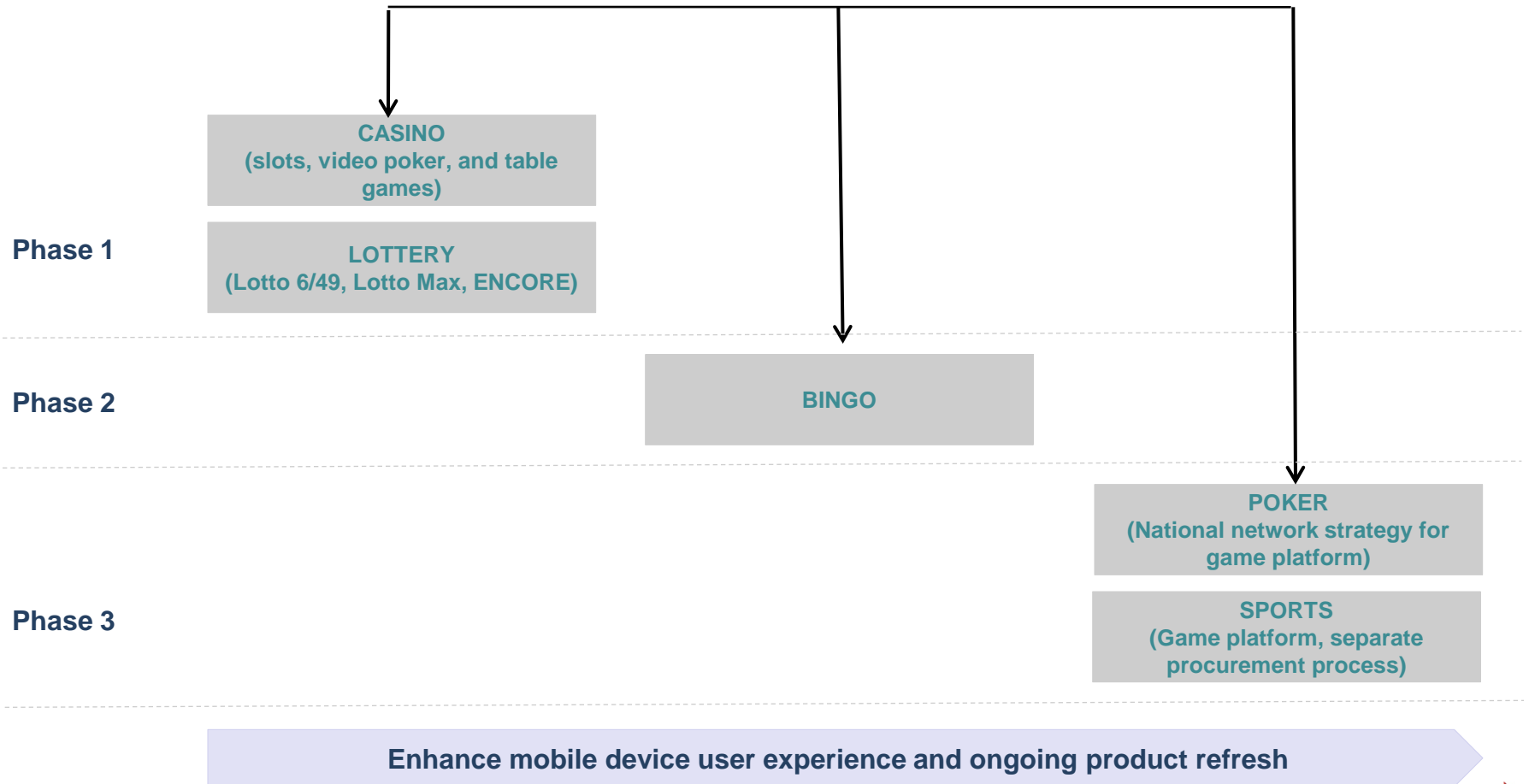
- Conduct and manage single internet platform
- Contract third-party service provider for daily operations
- OLG will...
 - Own all customer data
 - Lead Marketing and Responsible Gambling Programs
 - Define operating policies & strategies
 - Manage all player funds
 - Hold contracts with financial institutions



GTECH -- Primary Service Provider (PSP)

- PSP licenses OLG to use software & provide advice
- PSP operates front line customer service centre.
- PSP provides services relating to the installation, configuration, customization, integration and testing of the software
- Day-to-day hosting and running of iGaming Solution software

Product Roll-Out Strategy



Responsible Gambling

Work towards a “gold standard” for RG

Strategy to *prevent* and *mitigate* problem gambling

Empowering informed choice

Bridging people who need help to provincially-funded counseling services



Know your limit

Play within it

Responsible Gambling in the Solution

- iGaming records all online transactions enabling analytics and review – there is no anonymous play in iGaming
- Each player will have access to their account information including game play history
- Player's account settings include control tools to empower the player
 - Limit on spending
 - Limit on deposit
 - Wager limits
 - Loss limits
 - Play duration limits
 - Opt-in to receiving alerts when reaching/approaching limits
- Any limits set can be lowered immediately
- Increased limits will be subject to a defined 'cooling-off' period before it is effective.
- OLG offers voluntary Self Exclusion and Breaks in Play



Know your limit

Play within it

Revenue Targets

- OLG used a variety of primary and secondary research to determine revenue targets for the iGaming initiative.
 - Current Canadian performance
 - National and provincial research
 - Current reported spend on sites not regulated in Ontario

- Based on all feedback, OLG's profit target (ie. returns to government) will grow to \$100 M annually by year five of operations

