

205 CMR 255: PLAY MANAGEMENT

Section

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255.01: Scope and Purpose

Sports Wagering Operators operating Sports Wagering Platforms and Sports Wagering Kiosks shall maintain play management programs which allow individuals to designate themselves as subject to limitations regarding Sports Wagering. 205 CMR 255.00 shall govern the procedures and protocols relative to these play management programs, which are intended to offer individuals a means to restrict gambling behavior and to increase informed player choice.

255.02: Limitations

(1) Individuals who designate themselves as subject to limitations regarding Sports Wagering shall select one or more of the following specific activities subject to the limitations:

- (a) placing a Wager over a specified dollar amount;
- (b) placing a Wager once an individual has, during a day, week or month, Wagered over a specified cumulative dollar amount;
- (c) placing a Wager once an individual has, during a day, week or month, incurred a net loss over a specified dollar amount;
- (d) depositing an amount into the individual's Sports Wagering Account over a specified dollar amount;
- (e) depositing an amount into the individual's Sports Wagering Account when the individual's Sports Wagering Account exceeds a specified balance; or
- (f) depositing an amount into the individual's Sports Wagering Account once the individual has, during a day, week or month, deposited over a specified cumulative amount into the individual's Sports Wagering Account.

(2) If individuals choose to be subject to limitations regarding Sports Wagering, they must affirmatively designate themselves as such. No default limitations shall be imposed by Sports Wagering Operators.

(3) Individuals who designate themselves as subject to limitations regarding Sports Wagering shall not collect any winnings or recover any losses resulting from Sports Wagering in violation of the limitations.

255.03: Enrollment

- (1) When an individual seeks to enroll onto a Sports Wagering Platform or Sports Wagering Kiosk, a Sports Wagering Operator shall conspicuously display to the individual a message describing the available limitations for Sports Wagering, and offering the individual the opportunity to designate themselves as subject to one more of those limitations. In the event the individual chooses to decline that opportunity, the individual shall be required to affirmatively state that choice to the Sports Wagering Operator.
- (2) On a monthly basis as measured from the time of enrollment onto the Sports Wagering Platform or Sports Wagering Kiosk, if an individual has not designated themselves as subject to limitations regarding Sports Wagering, the Sports Wagering Operator shall conspicuously display a message offering individuals the opportunity to designate themselves as subject to limitations regarding Sports Wagering. In the event the individual chooses to decline that opportunity, the individual shall be required to affirmatively state that choice to the Sports Wagering Operator.
- (3) Sports Wagering Operators shall maintain at all times a link prominently placed on the Sports Wagering Platform or Sports Wagering Kiosk on which individuals may designate themselves as subject to limitations regarding Sports Wagering.
- (4) Limitations shall become immediately effective upon designation.
- (5) Individuals shall be permitted to modify or unenroll from their selected limitations regarding Sports Wagering. If individuals modify the limitations to be more restrictive, the limitations shall become immediately effective. If individuals modify the limitations to be less restrictive or unenroll from the limitations, the new limitation or unenrollment shall not take effect until the next business day after the time period specified pursuant to 205 CMR 255.02(1)(b)-(c) and (f) have expired and the individual reaffirms the modification or unenrollment.

255.04: Notifications of Approaching Limit

- (1) Subject to 205 CMR 255.04(4), individuals who designate themselves as subject to limitations regarding Sports Wagering shall receive a notification of an approaching limit when:
 - (a) The individual has Wagered 75% of the cumulative dollar amount specified pursuant to 205 CMR 255.02(1)(b) during the period of time specified pursuant to 205 CMR 255.02(1)(b);
 - (b) The individual has incurred 75% of the net loss dollar amount specified pursuant to 205 CMR 255.02(1)(c) during the period of time specified pursuant to 205 CMR 255.02(1)(c);
 - (c) The individual's Sports Wagering Account has reached 75% of the balance specified pursuant to 205 CMR 255.02(1)(e); and
 - (d) The individual has deposited 75% of the cumulative dollar amount specified pursuant to 205 CMR 255.02(1)(f) into the individual's Sports Wagering Account during the period of time specified pursuant to 205 CMR 255.02(1)(f).

(2) These notifications of approaching limits shall appear only the first time the percentage level is reached during the period of time specified pursuant to 205 CMR 255.02(1)(b)-(c) and (f) even if the same percentage level is reached on multiple occasions due to the individual's wins and losses.

(3) The Sports Wagering Operator shall not accept additional Wagers or permit additional deposits until the individual has acknowledged the notification of approaching limits.

(4) An individual may, upon designating themselves as subject to one or more limitations, be given the opportunity to decline receiving notification of approaching limits under 205 CMR 255.04(1).

255.05: Responsibilities of the Sports Wagering Operator

A Sports Wagering Operator shall have the same responsibilities relative to the play management program as gaming licensees and Sports Wagering Operators have relative to the administration of the voluntary self-exclusion list pursuant to 205 CMR 133.06(7)(b) and 205 CMR 233.06(4)-(8), respectively, including the obligation to submit a written policy for compliance with 205 CMR 255.00. Individuals who designate themselves to the Sports Wagering Operator as subject to limitations regarding Sports Wagering shall have the same rights as those provided under 205 CMR 133.06(7)(b).

A Sports Wagering Operator shall also have the following responsibilities relative to the administration of the play management program:

(1) A Sports Wagering Operator shall not accept a Sports Wager over the dollar amount specified pursuant to 205 CMR 255.02(1)(a);

(2) A Sports Wagering Operator shall not accept a Sports Wager once an individual has Wagered during the period of time specified pursuant to 205 CMR 255.02(1)(b) the cumulative dollar amount specified pursuant to 205 CMR 255.02(1)(b);

(3) A Sports Operator shall not accept a Sports Wager once an individual has during the period of time specified pursuant to 205 CMR 255.02(1)(c) incurred a net loss over the dollar amount specified pursuant to 205 CMR 255.02(1)(c);

(4) A Sports Wagering Operator shall not accept a deposit over the dollar amount specified pursuant to 205 CMR 255.02(1)(d);

(5) A Sports Wagering Operator shall not accept a deposit when the individual's Sports Wagering Account exceeds the balance specified pursuant to 205 CMR 255.02(1)(e);

(6) A Sports Wagering Operator shall not accept a deposit once the individual has during the period of time specified pursuant to 205 CMR 255.02(1)(f) deposited the cumulative amount specified pursuant to 205 CMR 255.02(1)(f);

(7) A Sports Wagering Operator shall require an individual to acknowledge the following prior to being designated as subject to limitations regarding Sports Wagering:

- (a) That the individual shall not collect any winnings or recover any losses resulting from Sports Wagering in violation of the limitation in accordance with 205 CMR 255.02(3); and
- (b) That once the individual is designated as subject to limitations regarding Sports Wagering, an individual's attempted Sports Wager or deposit into the individual's Sports Wagering Account may be rejected or, if placed, may be voided or cancelled by the Sports Wagering Operator.

(8) A Sports Wagering Operator shall produce monthly reports containing data and other information regarding the play management program, as specified and requested by the Commission; and

(9) A Sports Wagering Operator shall maintain data regarding the play management program for a period of at least 24 months. A Sports Wagering Operator shall make such data available upon request to the Commission.

255.06: Collection of Debts

Nothing in 205 CMR 255.00 shall be construed to prohibit a Sports Wagering Operator from seeking payment of a debt from an individual who is designated to the Sports Wagering Operator as subject to notifications or limitations regarding Sports Wagering, but who violates the terms of the limitation.