



## NOTICE OF MEETING AND AGENDA

Pursuant to the Massachusetts Open Meeting Law (G.L. c. 30A, §§ 18-25), St. 2022, c. 107, and St. 2023, c. 2, notice is hereby given of a public meeting of the **Massachusetts Gaming Commission**. The meeting will take place:

**Wednesday| February 28, 2024 | 12:00 noon**  
**VIA REMOTE ACCESS: 1-646-741-5292**  
**MEETING ID/ PARTICIPANT CODE: 111 197 2524**  
**All meetings are streamed live at [www.massgaming.com](http://www.massgaming.com).**

Please note that the Commission will conduct this public meeting remotely utilizing collaboration technology. Use of this technology is intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public. If there is any technical problem with the Commission's remote connection, an alternative conference line will be noticed immediately on [www.massgaming.com](http://www.massgaming.com).

All documents and presentations related to this agenda will be available for your review on the morning of the meeting date by visiting our website and clicking on the News header, under the Meeting Archives drop-down.

### **PUBLIC MEETING - #505**

1. Call to Order – Cathy Judd-Stein, Chair
2. Legal and Sports Wagering – Carrie Torrisi, Deputy General Counsel, Bruce Band, Director of Sports Wagering
  - a. WynnBET Report on Completion of Cessation Plan and Request to Approve Cessation of Operations pursuant to 205 CMR 258.05 **VOTE**
3. Sports Wagering Division – Bruce Band, Director of Sports Wagering
  - a. Sports Wagering 2023 Q4 Reports – Crystal Beauchemin, Business Manager
    - i. DraftKings – Jake List, Senior Director Regulatory Operations
4. Commissioners Update
5. Other Business - Reserved for matters the Chair did not reasonably anticipate at the time of posting.

I certify that this Notice was posted as "Massachusetts Gaming Commission Meeting" at [www.massgaming.com](http://www.massgaming.com) and emailed to [regs@sec.state.ma.us](mailto:regs@sec.state.ma.us). Posted to Website: February 26, 2024 | 12:00 noon EST.

February 26, 2024

*Cathy Judd-Stein*



Massachusetts Gaming Commission

*Cathy Judd-Stein, Chair*

*If there are any questions pertaining to accessibility and/or further assistance is needed,  
please email [Gertrude.Lartey@massgaming.gov](mailto:Gertrude.Lartey@massgaming.gov).*



Massachusetts Gaming Commission

101 Federal Street, 12<sup>th</sup> Floor, Boston, Massachusetts 02110 | TEL 617.979.8400 | FAX 617.725.0258 | [www.massgaming.com](http://www.massgaming.com)



TO: Chair Judd-Stein, Commissioners O'Brien, Hill, Skinner, and Maynard

FROM: Carrie Torrisi, Deputy General Counsel  
Bruce Band, Director of Sports Wagering

CC: Todd Grossman, Interim Executive Director

DATE: February 28, 2024

RE: WynnBET Cessation of Operations

---

On January 24, 2024, WynnBET submitted to the Commission a notice of intent to cease operations in Massachusetts on February 23, 2024, along with a draft cessation plan as required by 205 CMR 258. On February 8, 2024, the Commission voted unanimously to approve WynnBET's cessation plan in accordance with 205 CMR 258.03. WynnBET's approved cessation plan indicated that after sending notice of cessation to patrons, it would begin a 30-day wind-down period during which it would close patron accounts.

205 CMR 258.05(1) requires that, when the sports wagering operator has completed all actions called for in its cessation plan *or* on the approved effective cessation date, whichever is earlier, the operator submit a written report to the Commission notifying the Commission that it has completed all actions necessary for cessation and requesting that cessation become effective. WynnBET submitted its report pursuant to this section on February 23, 2024. WynnBET notes in item (b) of its final report that it has resolved over 85% of wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed, and that it is still in the process of resolving those remaining wagers in accordance with its approved cessation plan.

Following receipt of the written report, 205 CMR 258.05(1) requires the Commission or its designee to issue a written decision approving or denying the cessation request. If the Commission or its designee denies the cessation request, it may require reasonable modification or impose conditions on the operator necessary for effective cessation. Pursuant to 205 CMR 258.05(2), the cessation is not effective until the Commission issues a written decision approving the operator's cessation request.

The Sports Wagering, IT, Finance, and Legal Divisions have reviewed WynnBET's report submitted pursuant to 205 CMR 258.05(1) and are satisfied that WynnBET has completed all actions necessary for cessation. Where the approved cessation plan permits WynnBET 30 days from the date on which notice was provided to patrons to complete its wind-down period and



Massachusetts Gaming Commission

close patron accounts following cessation of operations, and where the settlement of less than 15% of futures wagers and parlay legs is still pending pursuant to the approved cessation plan, we recommend that the Commission approve WynnBET's cessation request subject to the condition that patrons with futures wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed continue to be offered a settlement amount that is based upon a fair market valuation of the same bet in the Massachusetts market, which includes, at a minimum, the original stake (*i.e.*, amount wagered) returned to the patron.



## **WynnBET Mobile Sports Betting Cessation Plan**

**February 23, 2024**

On February 8, 2024, the Massachusetts Gaming Commission approved the Cessation Plan submitted in accordance with 205 CMR 258.03(1) for WSI US, LLC, dba WynnBET, to wind-down operations in Massachusetts.

WynnBET hereby submits this report pursuant to 205 CMR 258.05. WynnBET has completed all actions necessary for cessation and requests that cessation become effective.

**(a) *The distribution of winnings to patrons holding unredeemed Wagers***

On Monday, February 12, 2024, at 11:00 a.m. Eastern, WynnBET removed all sports wagering markets and stopped the acceptance of deposits.

Simultaneously, the following email was sent to Massachusetts patrons.



We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and welcome you to continue to take advantage of sports betting options at the kiosks and retail sports book at Encore Boston Harbor.

Effective immediately, we will be discontinuing new mobile sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you.

The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Wynn Las Vegas and Encore at Wynn Las Vegas and Encore Boston Harbor properties. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here [Wynn Rewards Card | Encore Boston Harbor](#) for Boston.

Please be sure to visit our FAQ page for responses to more questions. [FAQ](#). You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!



Also, the following messages were posted on WynnBET social media accounts.

10:52



WYNNBET  
Posts



wynnbet



27 likes

wynnbet WynnBET online has ceased sports wagering in Massachusetts on Monday, Feb. 12. Patrons have 30 days from today to withdraw their funds through the app. Please go to <https://www.wynnbet.com/ma/faq/> to learn more

View all 2 comments

1 day ago



10:52



Post



WynnBET  
@WynnBET



WynnBET online has ceased sports wagering in Massachusetts on Monday, Feb. 12. Patrons have 30 days from today to withdraw their funds through the app. Please click [wynnbet.com/ma/faq/](http://wynnbet.com/ma/faq/) to learn more



9:01 AM · 2/12/21 From Earth · 5K Views

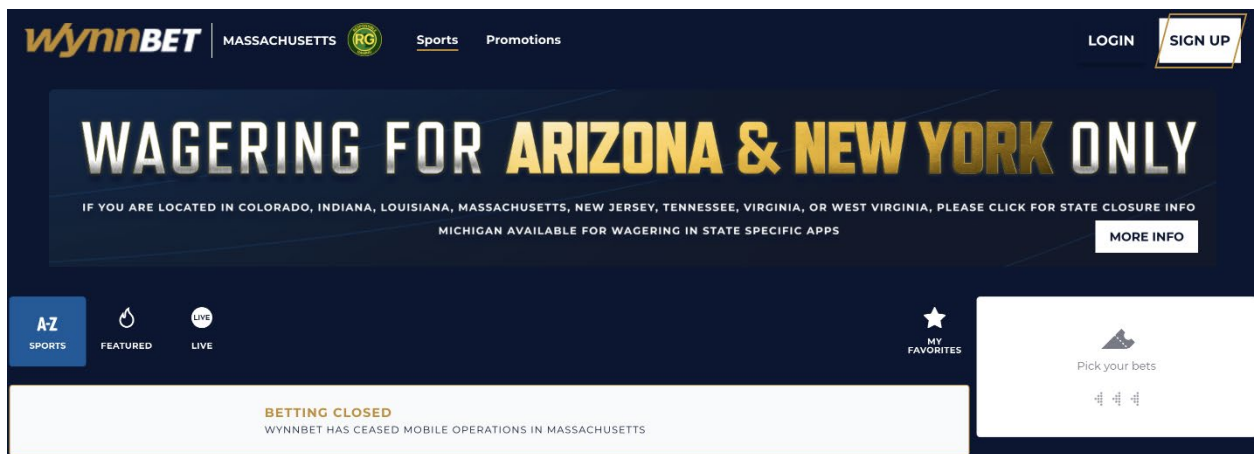


Add another post





The following banner was published on the web and app versions of WynnBET.



FAQs were updated and made available here: [Massachusetts Sports Betting FAQ | WynnBET Sportsbook](#)

**(b) *The refund of pending Wagers that will not be paid out before the cessation of operation.***

Patrons with wagers and parlay legs that will favorably settle by March 14, 2024, will be paid. As of February 22, 2024, 75% of all WynnBET patron funds have been withdrawn.

WynnBET representatives have reached out to all patrons about the settlement of futures wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed. As of February 22, 2024, WynnBET has resolved over 85% of these wagers and we are working on following up with the remaining patrons. As noted during the Commission's public meeting on February 21, 2024, WynnBET has been offering an amount that is based upon a fair market valuation of the same bet in the Massachusetts market, which includes, at a minimum, the original stake (amount wagered) returned to the patron.

WynnBET has converted outstanding bet credits from the Wynn Rewards loyalty program to cash and have credited the accounts of patrons with those bet credits. Any remaining loyalty points will be available for use at Encore Boston Harbor or Wynn Las Vegas and Encore at Wynn Las Vegas.

**(c) *The distribution of funds in a patron's Sports Wagering Account maintained by a Sports Wagering Operator to that patron.***

On February 20, 2024, a reminder was sent to patrons to withdraw their account funds. Reminders will be sent on February 26 and March 4, 2024, with the final reminder to be sent on March 11, 2024.

**(d) *The closure of Sports Wagering Accounts maintained by the Sports Wagering Operator.***

On February 20, 2024, a reminder was sent to patrons to withdraw their account funds. Reminders will be sent on February 26 and March 4, 2024, with the final reminder to be sent on March 11, 2024.

Once all patron accounts are resolved and closed, WynnBET will undertake the steps outlined in the decommissioning and data retention plan in consultation with the Commission's IT Division to ensure all steps outlined in the decommissioning and data retention plan are executed accordingly.

**(e) *The closure of the Sports Wagering Operator's Sports Wagering Area, Sports Wagering Facility, or Sports Wagering Platform.***

On February 20, 2024, a reminder was sent to patrons to withdraw their account funds. Reminders will be sent on February 26 and March 4, 2024, with the final reminder to be sent on March 11, 2024.

Once all patron accounts are resolved and closed, WynnBET will undertake the steps outlined in the decommissioning and data retention plan in consultation with the Commission's IT Division to ensure all steps outlined in the decommissioning and data retention plan are executed accordingly.

**(f) *The Sports Wagering Operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting.***

WynnBET will continue to submit financial reports to the Commission so long as there are liabilities, ensure that W2Gs are issued, and make win-loss statements available to patrons. Any reserve will be maintained until all liabilities are paid out.

Further, WynnBET will meet all obligations relating to fees and annual assessments pursuant to 205 CMR 214 and 205 CMR 221.

**(g) *The Sports Wagering Operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation.***

WynnBET notified its primary suppliers, including its platform provider and sports provider, on January 29, 2024, that it was submitting a notice of cessation for approval to the Massachusetts Gaming Commission. On February 15, 2024, WynnBET sent a notice to its Massachusetts vendors and suppliers that doing business solely with WynnBET will be require then to surrender their license within ten (10) days of WynnBET's surrender or expiration of its license pursuant to 205 CMR 258.06.

WynnBET has published notice of cessation in The Boston Globe's online and print editions with a run period of February 14 to February 18 in accordance with 205 CMR 258.03(4).

# LEGAL NOTICES



Effective Monday, February 12, 2024, WynnBET has ceased offering mobile sports wagering in Massachusetts. Effective immediately, WynnBET will no longer accept deposits or offer sports betting. WynnBET customers can continue to access their accounts until March 13, 2024 at 11:59 p.m. Eastern for the purpose of allowing outstanding bets to settle and to withdraw their account balance. Customers will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor until March 13, 2024 at 11:59 p.m. A WynnBET representative will contact customers within seven (7) business days with respect to any futures bets or parlay legs that will not be settled prior to March 13, 2024. For additional questions, please see <https://www.wynnbet.com/ma/faq/>.

are responsible for submitting. Address, Email address, and bid # 866209 with their

encourages each bidder to re- involved in the contract for a properties. Bidders will be under this Contract whether not. Bidders may contact Chris- 1-857-297-2070.

tract is for one year, and shall through March 31, 2027 with a two additional one-year terms orly. The contract value for a be \$200,000. BCOAM Certifi- gory of HVAC and plumbing.

need by a bid deposit in an five percent (5%) of the value alternates. Bid deposits, pay- ch, or a certified check, or are are reminded that the bid for damages when a bidder submission one. Please be will retain all bid deposits extent permitted by the law.

one ORIGINAL and one COPY.

visions of M.G.L. Chapter e subject to minimum wage sachusetts Department of to M.G.L. Chapter 149. Sec- age rates applicable to this ing documents. In addition, will be updated annually for lasting longer than one (1) by the rates set out in any ile increases in prevailing- basis for change order re- will be required to provide nstaining current coverage th in the Work Manual. The to furnish a Performance it Bond each in the amount. It is the sole responsibility /have received any and all g. Addenda will be avail- the document by calling ment Coordinator at (857) ewtonhousing.org.

all bids not in accordance al Laws. In addition, the ive minor informalities in f bids (in whole or in part) so.

technician

1665 sq ft of kitchen, dining

Lowry, LLC 1500 (978) 255-1500 Houghton, MA, 027208

**LEGAL NOTICES**

**WynnBET**

Effective Monday, February 12, 2024, WynnBET has ceased offering mobile sports wagering in Massachusetts. Effective immediately, WynnBET will no longer accept deposits or offer sports betting. WynnBET customers can continue to access their accounts until March 13, 2024 at 11:59 p.m. Eastern for the purpose of allowing outstanding bets to settle and to withdraw their account balance. Customers will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor until March 13, 2024 at 11:59 p.m. A WynnBET representative will contact customers within seven (7) business days with respect to any futures bets or parlay legs that will not be settled prior to March 13, 2024. For additional questions, please see <https://www.wynnbet.com/ma/faq/>.

Christa Bazarian  
Bazarian, Inc.  
d/b/a Aegean Restaurant  
741 Moody Street Waltham

Change of category 7Day Restaurant All Alcohol Li- cense

Waltham licensing commis- sion meeting.  
February 28 7:00  
119 School Street Waltham

**jobs**

[boston.com/ monster](https://boston.com/monster)

**TECHNOLOGY/ ENGINEERING**

Circle Internet Financial, LLC in Boston, MA seeks **Multiple Openings** for multiple positions in- cluding Software Engineer for WFH opportunity. Quali- fied applicants please send resumes to talent-opera- tions-job-postings@circle. com. Clearly referencing job #CGT24

**TAKE BOSTON WITH YOU.**

Go In Boston.com on your mobile phone.

- (h) A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the Sports Wagering Operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.***

WynnBET will satisfy its obligations prior to expiration of its license on February 23, 2024.

COMMONWEALTH OF MASSACHUSETTS

MASSACHUSETTS GAMING COMMISSION

SUFFOLK, ss.

\_\_\_\_\_)  
*In the Matter of:* )  
 )  
WSI US, LLC d/b/a WynnBET Request to Cease )  
Operations in the Commonwealth )  
\_\_\_\_\_)

**DECISION APPROVING WSI US, LLC D/B/A WYNNBET’S  
REQUEST TO CEASE OPERATIONS IN THE COMMONWEALTH**

**I. INTRODUCTION AND BACKGROUND**

WSI US, LLC d/b/a WynnBET (“WynnBET”) was issued a Tethered Category 3 Sports Wagering License by the Commission on February 23, 2023. On January 24, 2024, WynnBET submitted a notice of intent to cease operations in the Commonwealth along with a draft cessation plan in accordance with 205 CMR 258. On February 6, 2024, following discussions with Commission staff, WynnBET submitted an amended cessation plan for the Commission’s approval. On February 8, 2024, the Commission voted unanimously to approve WynnBET’s cessation plan in accordance with 205 CMR 258.03. On February 16, 2024, in accordance with 205 CMR 258.04, WynnBET submitted a written report on its implementation of the cessation plan. On February 21, 2024, the Commission reviewed WynnBET’s implementation report in a public meeting and did not request any modifications or impose any conditions on WynnBET’s cessation plan. On February 23, 2024, in accordance with 205 CMR 258.05, WynnBET submitted a written report to the Commission notifying the Commission that it had completed all actions necessary for cessation and requesting that cessation become effective.

Where the Commission finds that all actions outlined in WynnBET’s approved cessation plan and necessary for cessation have been completed, and where the approved cessation plan permits WynnBET 30 days from the date on which notice was provided to patrons to complete its wind-down period and close patron accounts following its cessation of operations, the Commission hereby **APPROVES** WynnBET’s cessation request in accordance with 205 CMR 258.05 subject to the condition that patrons with futures wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed continue to be offered a settlement amount that is based upon a fair market valuation of the same bet in the Massachusetts market, which includes, at a minimum, the original stake (*i.e.*, amount wagered) returned to the patron.

**II. EXHIBITS**

The following materials were reviewed by the Commission.

**Exhibit 1:** WynnBET Notice of Intent to Cease Operations Cover Letter, Cessation Plan, and Waiver Request received January 24, 2024

**Exhibit 2:** WynnBET Amended Cessation Plan received February 6, 2024

**Exhibit 3:** WynnBET Cessation Plan Status Report received February 16, 2023

**Exhibit 4:** WynnBET Final Cessation Report received February 23, 2024

### **III. ANALYSIS**

Pursuant to 205 CMR 258.01(1), a sports wagering operator that intends to cease operations in the Commonwealth must immediately, and in no event fewer than 90 days before such cessation of operations is anticipated to become effective, notify the Commission in writing of its anticipated cessation. Having found that (1) granting the waiver was consistent with the purposes of G.L. c. 23N, (2) granting the waiver would not interfere with the ability of the Commission or the IEB to fulfill its duties, (3) granting the waiver would not adversely affect the public interest, and (4) not granting the waiver would cause a substantial hardship to WynnBET, the Commission issued a waiver to WynnBET from the 90-day notice requirement in accordance with 205 CMR 202.03(2).

Pursuant to 205 CMR 258.03(1), within five business days of providing notice of its intended cessation of activities, a sports wagering operator must submit a cessation plan to the Commission that addresses the following:

- (a) The distribution of winnings to patrons holding unredeemed wagers;
- (b) The refund of pending wagers that will not be paid out before the cessation of operation;
- (c) The distribution of funds in a patron's sports wagering account maintained by a sports wagering operator to that patron;
- (d) The closure of sports wagering accounts maintained by the sports wagering operator;
- (e) The closure of the sports wagering operator's sports wagering area, sports wagering facility, or sports wagering platform;
- (f) The sports wagering operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting;
- (g) The sports wagering operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation; and
- (h) A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the sports wagering operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or

receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.

Pursuant to 206 CMR 258.03(2), the Commission or its designee shall review the submitted cessation plan and issue a determination approving or denying the plan, or requiring reasonable modifications or conditions to the plan.

Pursuant to 205 CMR 258.04, the sports wagering operator shall provide the Commission written reports on its implementation of the cessation plan at least every ten days after providing notice pursuant to 205 CMR 258.01. Such reports must state whether the sports wagering operator is on track to complete cessation by its approved cessation date or whether it requires a delay of its effective cessation date, and whether the sports wagering operator seeks to amend or deviate from its approved cessation date. Following review of this report, the Commission may require reasonable modification or impose conditions on the sports wagering operator's cessation plan.

Pursuant to 205 CMR 258.05(1), when the sports wagering operator has completed all actions called for in its cessation plan *or* on the approved effective cessation date, whichever is earlier, the operator must submit a written report to the Commission notifying the Commission that it has completed all actions necessary for cessation and requesting that cessation become effective. The Commission or its designee shall then review the report and issue a written decision approving or denying the cessation request. If the Commission or its designee denies the cessation request, it may require reasonable modification or impose conditions on the operator necessary for effective cessation.

Pursuant to 205 CMR 258.05(2), cessation shall not be effective until the Commission issues a written decision approving the sports wagering operator's cessation request.

#### **A. FINDINGS OF FACT**

On January 24, 2024, WynnBET submitted a notice of intent to cease operations in the Commonwealth along with a draft cessation plan in accordance with 205 CMR 258 (Exhibit 1). On February 6, 2024, following discussions with Commission staff, WynnBET submitted an amended cessation plan for the Commission's approval (Exhibit 2). On February 8, 2024, the Commission voted unanimously to approve WynnBET's cessation plan in accordance with 205 CMR 258.03. WynnBET's approved cessation plan indicated that after sending notice of cessation to patrons, it would begin a 30-day wind-down period during which it would close patron accounts. On February 16, 2024, in accordance with 205 CMR 258.04, WynnBET submitted a written report on its implementation of the cessation plan (Exhibit 3). On February 23, 2024, in accordance with 205 CMR 258.05, WynnBET submitted a written report to the Commission notifying the Commission that it had completed all actions necessary for cessation under 205 CMR 258 and requesting that cessation become effective (Exhibit 4). WynnBET noted in item (b) of its final report that it has resolved over 85% of futures wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed, and that it is still in the process of resolving those remaining wagers in accordance with its approved cessation plan.



**IV. CONCLUSION**

Having found that all actions outlined in WynnBET’s approved cessation plan and necessary for cessation have been completed, and where the approved cessation plan permits WynnBET 30 days from the date on which notice was provided to patrons to complete its wind-down period and close patron accounts following its cessation of operations, the Commission hereby **APPROVES** WynnBET’s cessation request in accordance with 205 CMR 258.05 subject to the condition that patrons with futures wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed continue to be offered a settlement amount that is based upon a fair market valuation of the same bet in the Massachusetts market, which includes, at a minimum, the original stake (*i.e.*, amount wagered) returned to the patron.

**SO ORDERED**

**MASSACHUSETTS GAMING COMMISSION**

By: \_\_\_\_\_  
Cathy Judd-Stein, Chair

By: \_\_\_\_\_  
Eileen O’Brien, Commissioner

By: \_\_\_\_\_  
Brad Hill, Commissioner

By: \_\_\_\_\_  
Nakisha Skinner, Commissioner

By: \_\_\_\_\_  
Jordan Maynard, Commissioner

EXECUTED: February 28, 2024

# EXHIBIT 1



Jennifer Roberts  
VP and General Counsel - WSI  
Direct dial: (702) 770-7592  
Email: jennifer.roberts@wynnbet.com

January 24, 2024

**VIA EMAIL**

Massachusetts Gaming Commission  
101 Federal Street, 12th Floor  
Boston, Massachusetts 02110

RE: Notice of Cessation of Operations

To Whom it May Concern:

In accordance with 205 CMR 258.01, this letter shall serve as notice of our intent to cease Sports Wagering Operations in the Commonwealth as of the expiration of our current license on February 23, 2024, or such earlier date as may be approved by the Commission. Enclosed herewith is a proposed Cessation Plan for your review and approval.

We also respectfully withdraw our application for a renewal of our Category 3 Sports Wagering Operator License issued on February 23, 2023.

Respectfully submitted,

*Jennifer Roberts*

Jennifer Roberts  
Vice President & General Counsel  
WSI US, LLC, dba WynnBET



## WynnBET Mobile Sports Betting Cessation Plan

January 2024

This draft Cessation Plan is submitted in accordance with 205 CMR 258.03(1) – *Cessation Plan*.

On or before the expiration of WynnBET’s temporary license, WynnBET will undertake the following steps to cease mobile sports betting operations in the Commonwealth of Massachusetts:

**(a) *The distribution of winnings to patrons holding unredeemed Wagers***

Within [48] hours of receiving approval from the MGC to proceed under this Cessation Plan, WynnBET will send an initial notice to its patrons in substantially the following form:

*“We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and look forward to continuing to provide you sports betting options at our kiosks and retail sports book at Encore Boston Harbor.*

*Effective immediately, we will be discontinuing new mobile sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you.*

*The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Encore Boston Harbor or at Wynn Las Vegas and Encore at Wynn Las Vegas properties. A description of the Wynn Rewards benefits for our resorts can be found [here](#) and [here](#) [Wynn Rewards Card | Encore Boston Harbor](#) for Boston and [here](#) [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas.*

Please be sure to visit our FAQ page for responses to more questions. [LINK TO BE INSERTED]. You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!”

During the 30-day wind-down period, a weekly reminder will be sent to Massachusetts patrons to withdraw funds on their account. In addition, notices about the 30-day wind-down period will be posted prominently on WynnBET’s Massachusetts app and website.

Attached as Exhibit A is a sample of FAQs from prior WynnBET closures that will be updated as necessary and made available to WynnBET Massachusetts patrons.

**(b) *The refund of pending Wagers that will not be paid out before the cessation of operation.***

Patrons with wagers and parlay legs that remain unsettled within the 30-day wind-down period will be contacted by a WynnBET customer representative to resolve wagers/parlay legs.

**(c) *The distribution of funds in a patron’s Sports Wagering Account maintained by a Sports Wagering Operator to that patron.***

As set forth in (a) above, patrons will have thirty (30) days to withdraw funds from their Sports Wagering Account. They will receive weekly reminders of to withdraw funds on their account. Patrons who do not withdraw their funds within the 30-day wind-down period will be contacted by a WynnBET customer representative to settle their account. Patrons will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor during the 30-day period.

WynnBET customer representatives will use good faith efforts to contact all patrons with any remaining balances. Any unclaimed balances will be handled in accordance with Chapter 200A: *Disposition of Unclaimed Property*.

**(d) *The closure of Sports Wagering Accounts maintained by the Sports Wagering Operator.***

WynnBET will submit a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(e) *The closure of the Sports Wagering Operator's Sports Wagering Area, Sports Wagering Facility, or Sports Wagering Platform.***

WynnBET will submit a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(f) *The Sports Wagering Operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting.***

WynnBET will continue to submit financial reports to the Commission so long as there are liabilities, ensure that W2Gs are issued, and make win-loss statements available to patrons. Any reserve will be maintained until all liabilities are paid out.

WynnBET Legal/Compliance team will seek a weekly meeting with the MGC Sports Wagering Division to review the status of the closure process and to discuss any accounts that are suspended for unusual or suspicious reasons and accounts with funds remaining after 30 days.

**(g) *The Sports Wagering Operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation.***

Please see (a) above. WynnBET will also communicate and work with its vendors and supplier on the planned wind-down.

**(h) *A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the Sports Wagering Operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.***

WynnBET will supply a bank attestation letter to demonstrate that the obligations of 205 CMR 258.03(1)(a) through (f) can be satisfied through cash.

**EXHIBIT A**  
**Sample FAQs**

## **What states is WynnBET closing down?**

WynnBET will be ceasing operations in Colorado, Indiana, Louisiana, New Jersey, Tennessee, Virginia and West Virginia.

Michigan, Arizona, New York and Massachusetts will continue to be available.

## **Why is WynnBET shutting down in various states?**

For commercial reasons, WynnBET has decided to shut down 7 of 11 states previously offered. Please see the [official press release](#).

## **What happens to the bets I have already placed?**

In the seven states closing down, bets that were placed before August 11, 2023, for events that occur prior to October 11, 2023, will be settled, and paid out according to the market result. More information regarding open bets that settle after October 11, 2023 will be shared directly with patrons at a later date.

## **What happens to my betting history?**

Your betting history will be available in your WynnBET account until October 11, 2023.

## **How do I withdraw the money in my account?**

Withdrawals are quick and easy. To withdraw, click 'Account' on our mobile app and select 'Withdrawal'. On our website, click on your balance, then select 'Withdraw'. You will then be prompted to enter a withdrawal amount. Enter the full balance and click 'Submit'.

## **What if I still have the state-specific version of the mobile app?**

You will need to download the new mobile app, sign-in with your username and password, and withdraw your funds by clicking the account icon in the top right.

## **What happens to my active bonuses or new user bonus?**

All bonuses have been settled based on the terms and conditions associated with the promotion.

## **What happens to my Wynn Rewards Tier Credits & COMPDOLLARS?**

The Wynn Rewards COMPDOLLARS you have earned will remain in effect on your Wynn Rewards account so that you can redeem them for rewards at Wynn Las Vegas and Encore at Wynn Las Vegas and

Encore Boston Harbor properties. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here [for Las Vegas and here Wynn Rewards Card | Encore Boston Harbor](#) for Boston.

## **Will I still receive the proper tax forms?**

Yes, the W-2G will be issued and sent to you via the email address used to set up your account.

## **What happens to the Wynn Rewards FreeCredit in my account?**

Wynn Rewards is the rewards program for all Wynn enterprises in the United States, including WynnBET. Being a WynnBET patron grants you a Wynn Rewards membership and allows you to earn **FREECREDIT** that can be redeemed at WynnBET, Wynn Las Vegas, Encore Las Vegas, or Encore Boston Harbor. You can also earn **COMP***DOLLARS*, which can be used exclusively at Wynn and Encore resorts, and have access to many other membership benefits. See <https://www.wynnlasvegas.com/wynn-rewards> for more details.

For states where betting is no longer available, **FREECREDIT** cannot be redeemed for Bet Credits or other bonuses, but can still be used at Wynn Las Vegas, Encore at Wynn Las Vegas, and Encore Boston Harbor. Please see [Wynn Rewards](#) for further information on your **FREECREDIT**. If you had previously purchased Bet Credits or other bonuses from the Rewards Store, and they were unused in your account when we stopped taking bets in your state, we have refunded the **FREECREDIT** to your Wynn Rewards account.

## **How do I sign-up for Wynn Rewards?**

Unlock exclusive benefits at Encore with the Wynn Rewards card. It is your gaming card, and your ticket to exclusive access throughout Encore. To join our Wynn Rewards program, please visit the Wynn Rewards desk located on the casino floor or [sign up online](#).

## **What is the age requirement to play on WynnBET?**

You must be at least 21 years old to play on WynnBET.

## **Is online gambling legal?**

Online gambling is legal in some states, and each state may have different options. WynnBET currently supports sports betting in Massachusetts, Michigan, and New York.

## **Is online sports betting legal?**

Online sports betting is legal in some states, and each state may have different options. WynnBET currently supports sports betting in Massachusetts, Michigan, and New York.

## **Where is WynnBET available?**

You can register and play online or download and use WynnBET's mobile apps for [Arizona](#), [Massachusetts](#), [Michigan](#), and [New York](#).

## **When will WynnBET add more states?**

WynnBET is working on providing services in several new states. If we aren't live in your state, please select "I don't see my state" from the "State" menu above and complete the form to be the first to know about service in your area.

## **What sports are featured on WynnBET?**

WynnBET offers wagering on all major sports: American football, basketball, baseball, soccer, tennis, golf, combat sports, and major college sports.

## **Does WynnBET offer any casino games?**

WynnBET offers casino play in Michigan.

## **Does WynnBET offer the same wagers in all states?**

No, WynnBET's offerings may vary by state.

## **Does WynnBET track my location?**

In order to access WynnBET, your location must be made available to the WynnBET app while playing.

## **Is there a way to set limits on my activity on WynnBET?**

Go to your profile page, click on "Responsible Gambling" on the left-hand side, and select "Player Limits." From here you can change your daily, weekly, and monthly deposit and spending limits. You can also change your daily and weekly time limits. Please visit our [Responsible Gaming](#) information page for more information about account limits and other resources available.

## **How can I get help with gambling addiction?**

If you are having any doubts, please seek assistance.

If you or someone you know has a gambling problem, call 1-800-GAMBLER for residents of Michigan, New Jersey, or Tennessee, or West Virginia. If you're in Arizona, call 1-800-NEXT-STEP. In Colorado, call 1-800-522-4700. In Indiana, call 1-800-9-WITH-IT. In Louisiana, call 1-877-770-7867. In Massachusetts, call 1-800-327-5050. In New York, call 1-877-8-HOPENY or text 467369. In Virginia, call 1-888-532-3500.

Please visit our [Responsible Gaming](#) information page for more information about available resources.



## **How do I reach customer service?**

If you are unable to find the answers you need here, please email the WynnBET Customer Service team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) for a representative to address your inquiries.



## **Data Retention and Decommission Plan**

### **Introduction**

Upon approval of cessation of mobile sports betting operations of WSI US, LLC, dba WynnBET, pursuant to a Category 3 license in the Commonwealth of Massachusetts, server hardware and other associated equipment must be decommissioned, and all relevant data retained. This will require certain transactional data and all patron and financial data to be migrated and securely stored for legal and regulatory purposes.

### **Data Sources and Locations**

WynnBET uses White Hat Gaming (WHG) as a PAM provider, so WHG stores WynnBET patron databases and is the source of truth for data requests. In addition, WynnBET has several databases, including state-residing databases, cloud-hosted databases, and a cloud-hosted data warehouse. WynnBET's state-residing databases will be archived and retained in a new cloud-hosted data store for data requests relating to marketing and gamification data. WynnBET cloud-hosted databases will remain operational (read only) to provide transaction history to users on the WHG application, until closure. WynnBET will also retain, and store patron data provided by geolocation, identity, customer support, and marketing providers alongside the state database archives. The WynnBET data warehouse will remain operational for historical purposes until data retention expires.

### **Data Storage**

Raw backups from PAM, geolocation, identity, customer support, and marketing providers will be encrypted and stored on a cloud-hosted storage facility. Backups will be used to restore the PAM provider databases. Backups from geolocation, identity, customer support, and marketing providers will be consolidated on a cloud server.

### **Data Retention**

Data will be retained for a period of time required by Massachusetts laws and regulations.

## **Data Security/Access Controls**

All data sources that will support internal or external long-term reporting or compliance requirements will be consolidated and stored to mask patron passwords, full SSNs, and payment information. The information will be in read-only mode with access limited only to specific IT/technology personnel.

Firewall rules will be configured to control which IP addresses or IP ranges are allowed to ensure only authorized users and applications can access the data. Raw database extractions will be encrypted at rest using public/private key encryption. To support any regulatory request, the data will be transmitted over encrypted tunnels to a temporary database server based on the data source. To support any patron data request, a tool will be developed to query consolidated datasets by a patron's relational identifiers.

## **Patron and Regulator Requests**

Throughout the closure process, Massachusetts patron requests will be addressed via an e-mail request to WynnBET Customer Support ([wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com)). The current Legal/Compliance contacts at WynnBET will continue to liaise with the MGC.

## **Server Decommission/Deletion of Data**

Once all data has been confirmed as archived by Wynn/WynnBET resources and signed off by legal and compliance; all source systems will be wiped of data and systems will be securely decommissioned and destroyed.



## MASSACHUSETTS GAMING COMMISSION WAIVER/VARIANCE REQUEST FORM

*In accordance with 205 CMR 202.03; 205 CMR 102.03(4)*

Please fill out and address all areas of the form with blue section headers. If a specific line does not apply to the request, please place 'NA' in the response field. Each section will extend to accommodate large answers.

### CONTACT INFORMATION

**DATE:** 1/26/2024

**NAME OF LICENSEE / OPERATOR (REQUESTING ENTITY):** WSI US, LLC, dba WynnBET

**NAME OF INDIVIDUAL COMPILING REQUEST:** Jennifer Roberts

**TITLE OF INDIVIDUAL COMPILING REQUEST:** Vice President/General Counsel

**CONTACT EMAIL ADDRESS:** Jennifer.roberts@wynnbet.com

**CONTACT PHONE NUMBER:** 702-770-7592

**EMAIL/PHONE NUMBER FOR PROVIDING DECISION (IF DIFFERENT FROM CONTACT):**

+ Jacqui.krum@wynnbet.com, 857-770-7802

### REGULATION INFORMATION

**SPECIFIC REGULATION (#) FOR WHICH WAIVER IS REQUESTED:** 205 CMR 258.01(1)

**REGULATION SECTION TITLE:** Sports Wagering Operator Cessation: Notification

**REGULATION LANGUAGE/TEXT:** A Sports Wagering Operator that intends to cease Sports Wagering Operations in the Commonwealth shall immediately, and in no event fewer than 90 days before such cessation of operations is anticipated to become effective, notify the Commission in writing of its anticipation cessation, as well as the circumstances leading to the anticipated cessation.

### REASON FOR REQUEST OF WAIVER

**DATE(S)/ TIMEFRAME WAIVER IS REQUESTED THROUGH:** Cessation of mobile sports betting wagers to become effective February 23, 2024, or as authorized by the Commission.

*Per 205 CMR 102.03(4)(b)*

**PLEASE EXPLAIN THE BASIS FOR THE PROPOSED WAIVER/VARIANCE SOUGHT:**

WynnBET is thoughtfully and carefully winding down its mobile sports betting operations throughout the United States. While originally the intent was to stay operational in Massachusetts,



the business is uneconomical. WynnBET has determined that it is most appropriate to commence the wind down in Massachusetts prior to the temporary license extension period which would require the payment of a \$1 million temporary license fee. WynnBET proposes commencing the cessation of sports wagering through its mobile application and website on or before February 23, 2024, and continuing its wind down operations immediately thereafter until it completes such wind down to the satisfaction of the Commission. The retail sports book of Encore Boston Harbor will not be affected by this.

*Per 205 CMR 102.03 (4)(a)(4)*

**PLEASE INDICATE THE SUBSTANTIAL HARDSHIP/IMPACT YOUR ENTITY WOULD INCUR IF WAIVER/VARIANCE IS NOT APPROVED BY COMMISSION:**

If the waiver of notice is not granted, WynnBET will be required to pay a \$1 million license fee for an operation it intends to close.

**ADDITIONAL JUSTIFICATION/EXPLANATION FOR REQUEST:**

### **DETERMINATION**

Pursuant to 205 CMR 102.03(4)(a), and 205 CMR 202.03(2), the Commission may waive or grant a variance if the Commission finds that:

1. Granting the waiver or variance is consistent with the purposes of M.G.L. c. 23K and c. 23N;
2. Granting the waiver or variance will not interfere with the ability of the commission or the bureau to fulfill its duties;
3. Granting the waiver or variance will not adversely affect the public interest; and
4. Not granting the waiver or variance would cause a substantial hardship to the person requesting the waiver or variance.

Pursuant to 205 CMR 102.03 (4)(c), any waiver request not acted on by the Commission within 60 days of filing shall be deemed denied.





## WynnBET Mobile Sports Betting Cessation Plan

February 2024

This Cessation Plan is submitted in accordance with 205 CMR 258.03(1) – *Cessation Plan*.

On or before the expiration of WynnBET’s temporary license, WynnBET will undertake the following steps to cease mobile sports betting operations in the Commonwealth of Massachusetts. Within 48 hours of receiving approval from the MGC to proceed under this Cessation Plan (or on the following Monday if approval is received on a Thursday or Friday), WynnBET will shut off all sports wagering markets so that no wagers can be placed and will shut off the ability of patrons to deposit funds into their sports wagering account from within Massachusetts at 11:00 a.m. Eastern.

**(a) *The distribution of winnings to patrons holding unredeemed Wagers***

Within 48 hours of receiving approval from the MGC to proceed under this Cessation Plan (or on the following Monday if approval is received on a Thursday or Friday) and at 11:00 a.m. Eastern, WynnBET will send an initial notice to its patrons in substantially the following form:

*“We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and look forward to continuing to provide you sports betting options at our kiosks and retail sports book at Encore Boston Harbor.*

*Effective immediately, we will be discontinuing new sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you within seven (7) business days.*

*The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Encore Boston Harbor or at Wynn Las Vegas and Encore at Wynn Las Vegas properties. A description of the Wynn Rewards benefits for our resorts can be found [here](#) and here [Wynn Rewards Card | Encore Boston Harbor](#) for Boston and here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas.*

*Please be sure to visit our FAQ page for responses to more questions. [LINK TO BE INSERTED]. You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!"*

During the 30-day wind-down period, a weekly reminder will be sent to Massachusetts patrons to withdraw funds on their account. In addition, notices about the 30-day wind-down period will be posted prominently on WynnBET's Massachusetts app and website.

Attached as Exhibit A is a sample of FAQs that will be updated as necessary and made available to WynnBET Massachusetts patrons.

**(b) *The refund of pending Wagers that will not be paid out before the cessation of operation.***

Patrons with wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed will be contacted by a WynnBET customer representative within seven (7) business days of the closure email sent to patrons to resolve settlements of these outstanding wagers/parlay legs.

WynnBET does not have current promotions and bonuses running in Massachusetts, except for the Wynn Rewards loyalty program. Any outstanding bet credits from the Wynn Rewards loyalty program at time of closure will be paid out in cash, while remaining loyalty points will continue to be available for use at Encore Boston Harbor or Wynn Las Vegas and Encore at Wynn Las Vegas.

**(c) *The distribution of funds in a patron's Sports Wagering Account maintained by a Sports Wagering Operator to that patron.***

As set forth in (a) above, patrons will have thirty (30) days to withdraw funds from their mobile sports wagering accounts. They will receive weekly reminders of to withdraw funds on their account. Once all wagers are settled and the account funds are withdrawn, a patron's account will be closed and inaccessible to the patron. Patrons who do not

withdraw their funds within the 30-day wind-down period will be contacted by a WynnBET customer representative within ten (10) business days to settle their account. Patrons will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor during the 30-day period.

WynnBET customer representatives will use good faith efforts to contact all patrons with any remaining balances. Any unclaimed balances will be handled in accordance with Chapter 200A: *Disposition of Unclaimed Property*.

**(d) *The closure of Sports Wagering Accounts maintained by the Sports Wagering Operator.***

Attached is a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(e) *The closure of the Sports Wagering Operator's Sports Wagering Area, Sports Wagering Facility, or Sports Wagering Platform.***

Attached is a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(f) *The Sports Wagering Operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting.***

WynnBET will continue to submit financial reports to the Commission so long as there are liabilities, ensure that W2Gs are issued, and make win-loss statements available to patrons. Any reserve will be maintained until all liabilities are paid out.

Further, WynnBET will meet all obligations relating to fees and annual assessments pursuant to 205 CMR 214 and 205 CMR 221.

WynnBET Legal/Compliance team will seek a weekly meeting with the MGC Sports Wagering Division to review the status of the closure process and to discuss any accounts that are suspended for unusual or suspicious reasons and accounts with funds remaining after 30 days.



**(g) *The Sports Wagering Operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation.***

Please see (a) above concerning notification to patrons.

WynnBET notified its primary suppliers, including its platform provider and sports provider, on January 29, 2024, that it was submitting a notice of cessation for approval to the Massachusetts Gaming Commission. WynnBET will commence notification to all its Massachusetts vendors and suppliers within 48 hours of the MGC's approval of its cessation plan and will notify such vendors or suppliers licensed and doing business solely with WynnBET that they will be required to surrender their license within ten (10) days of WynnBET's surrender or expiration of its license pursuant to 205 CMR 258.06.

In addition, WynnBET notified its employees of the notice of cessation submission on January 29, 2024.

WynnBET will also publish the notice of cessation in The Boston Globe's online and print editions within five business days of Commission approval of the cessation plan in accordance with 205 CMR 258.03(4).

**(h) *A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the Sports Wagering Operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.***

Attached is an attestation that the obligations of 205 CMR 258.03(1)(a) through (f) will be satisfied.

WynnBET will satisfy its obligations prior to expiration of its license on February 23, 2024.

**EXHIBIT A**  
**FAQs**

## **What states is WynnBET closing down?**

WynnBET will be ceasing operations in Colorado, Indiana, Louisiana, Massachusetts, New Jersey, Tennessee, Virginia and West Virginia.

Michigan, Arizona, and New York will continue to be available.

## **Why is WynnBET shutting down?**

For commercial reasons, WynnBET has decided to shut down mobile sports betting operations in Massachusetts. However, retail sports betting will continue to be offered by our related company at the sports book and kiosks located at Encore Boston Harbor.

## **What happens to the bets I have already placed?**

Bets that were placed prior to the announced cessation, for events that occur after the 30-day cessation period [DATE TO BE ADDED], will be settled and paid out according to the market result. For open bets that settle after [DATE TO BE ADDED], the patron will be contacted by a WynnBET customer support representative.

## **What happens to my betting history?**

Your betting history will be available in your WynnBET account until [DATE TO BE ADDED].

## **How do I withdraw the money in my account?**

Withdrawals are quick and easy. To withdraw, click 'Account' on our mobile app and select 'Withdrawal'. On our website, click on your balance, then select 'Withdraw'. You will then be prompted to enter a withdrawal amount. Enter the full balance and click 'Submit'.

## **What happens to my Wynn Rewards Tier Credits & COMPDOLLARS?**

The Wynn Rewards COMPDOLLARS you have earned will remain in effect on your Wynn Rewards account so that you can redeem them for rewards at Encore Boston Harbor and Wynn Las Vegas and Encore at Wynn Las Vegas. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here [Wynn Rewards Card | Encore Boston Harbor](#) for Boston.

## **Will I still receive the proper tax forms?**

Yes, the W-2G will be issued and sent to you via the email address used to set up your account.

## **What happens to the Wynn Rewards FreeCREDIT in my account?**

FREECREDIT cannot be redeemed for Bet Credits or other bonuses, but can still be used at Wynn Las Vegas, Encore at Wynn Las Vegas, and Encore Boston Harbor. Please see [Wynn Rewards](#) for further information on your FREECREDIT. If you had previously purchased Bet Credits or other bonuses from the Rewards Store, and they were unused in your account when we stopped taking bets in your state, we have refunded the FREECREDIT to your Wynn Rewards account.

## **How do I sign-up for Wynn Rewards?**

Unlock exclusive benefits at Encore Boston Harbor with the Wynn Rewards card. It is your gaming card, and your ticket to exclusive access throughout Encore Boston Harbor. To join our Wynn Rewards program, please visit the Wynn Rewards desk located on the casino floor or [sign up online](#).

## **Where is WynnBET available?**

You can register and play online or download and use WynnBET's mobile apps for [Arizona](#), [Michigan](#), and [New York](#).

## **How can I get help with gambling addiction?**

If you are having any doubts, please seek assistance.

If you or someone you know has a gambling problem, call 1-800-GAMBLER for residents of Michigan. If you're in Arizona, call 1-800-NEXT-STEP. In Massachusetts, call 1-800-327-5050. In New York, call 1-877-8-HOPENY or text 467369.

Please visit our [Responsible Gaming](#) information page for more information about available resources.

## **How do I reach customer service?**

If you are unable to find the answers you need here, please email the WynnBET Customer Service team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) for a representative to address your inquiries.



## **Data Retention and Decommission Plan**

### **Introduction**

Upon approval of cessation of mobile sports betting operations of WSI US, LLC, dba WynnBET, pursuant to a Category 3 license in the Commonwealth of Massachusetts, server hardware and other associated equipment must be decommissioned, and all relevant data retained. This will require certain transactional data and all patron and financial data to be migrated and securely stored for legal and regulatory purposes.

### **Data Sources and Locations**

WynnBET uses White Hat Gaming (WHG) as a PAM provider, so WHG stores WynnBET patron databases and is the source of truth for data requests. In addition, WynnBET has several databases, including state-residing databases, cloud-hosted databases, and a cloud-hosted data warehouse. The location and control of these databases will be reviewed in detail with the Massachusetts Gaming Commission staff. WynnBET's state-residing databases will be archived and retained in a new cloud-hosted data store for data requests relating to marketing and gamification data. WynnBET cloud-hosted databases will remain operational (read only) to provide transaction history to users on the WHG application, until closure. WynnBET will also retain, and store patron data provided by geolocation, identity, customer support, and marketing providers alongside the state database archives. The WynnBET data warehouse will remain operational for historical purposes until data retention expires.

### **Data Storage**

In accordance with 205 CMR 238.09(1) and internal controls, WynnBET records are retained in an electronic format. All corporate records, current employee files, and revenue accounting data are retained without an expiration period. Other, non-essential data is generally retained for a period of a minimum of five to seven years.

Raw backups from PAM, geolocation, identity, customer support, and marketing providers will be encrypted and stored on a cloud-hosted storage facility. Backups will be used to restore the PAM provider databases. Backups from geolocation, identity, customer support, and marketing providers will be consolidated on a cloud server.

For any data required to be accessed by the Massachusetts Gaming Commission for regulatory purposes, the legal and compliance team of WynnBET will serve as contacts. If not available, the legal team at Encore Boston Harbor will respond to requests.

## **Data Retention**

Data will be retained for a period of time required by Massachusetts laws and regulations. Pursuant to 205 CMR 238.09, WynnBET utilizes electronic storage for its primary confidential documents. Additionally, WynnBET transactional data may be retained in a cloud environment in accordance with this plan.

## **Data Security/Access Controls**

All data sources that will support internal or external long-term reporting or compliance requirements will be consolidated and stored to mask patron passwords, full SSNs, and payment information. The information will be in read-only mode with access limited only to specific IT/technology personnel.

Firewall rules will be configured to control which IP addresses or IP ranges are allowed to ensure only authorized users and applications can access the data. Raw database extractions will be encrypted at rest using public/private key encryption. To support any regulatory request, the data will be transmitted over encrypted tunnels to a temporary database server based on the data source. To support any patron data request, a tool will be developed to query consolidated datasets by a patron's relational identifiers.

## **Patron and Regulator Requests**

Throughout the closure process, Massachusetts patron requests will be addressed via an e-mail request to WynnBET Customer Support ([wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com)). The current Legal/Compliance contacts at WynnBET will continue to liaise with the Massachusetts Gaming Commission. If not available, the legal team at Encore Boston Harbor will respond to inquiries.

## **Server Decommission/Deletion of Data**

Once all data has been confirmed as archived by Wynn/WynnBET resources and signed off by legal and compliance once notice is given to and approval is secured from the Massachusetts Gaming Commission, all source systems will be wiped of data and systems will be securely decommissioned and destroyed. WynnBET will follow the requirements of 205 CMR 238.09 for any records required by the Massachusetts to be retained. Further, WynnBET retains the services of a disposal company for any physical documents that are permitted to be destroyed.



**ATTESTATION OF COMPLIANCE WITH RESERVE REQUIREMENT  
PURSUANT TO 205 CMR 238.12**

FOR THE MONTH ENDED DECEMBER 2023

1. I have reviewed 205 CMR 238.12 as it pertains to a Sports Wagering Operator's obligation to maintain and protect sufficient cash and other supplies to conduct Sports Wagering at all times through a reserve in the amount necessary to ensure the security of funds held in Sports Wagering Accounts and the ability to cover outstanding Sports Wagering liability.
2. WynnBET has established a reserve, either in the form of Cash, Cash Equivalents, payment processor reserve, payment processor receivable, irrevocable letter of credit, bond or a combination thereof.
3. Funds held in the Sports Wagering Accounts are held:
  - a. In trust for the patron in a Segregated Account; or
  - b. In a special purpose Segregated Account as outlined in 205 CMR 238.12(2)(b).
4. Funds held in the Segregated Accounts:
  - a. Do not belong to WynnBET;
  - b. Are not available to creditors other than the patron whose funds are being held; and
  - c. Are not commingled with other funds including, without limitation, funds of WynnBET.
5. To the best of my knowledge and belief, funds have been safeguarded in accordance with 205 CMR 238.12.

*I swear or attest under the pains and penalties of perjury that the information provided as part of this request for a hearing is true and accurate to the best of my knowledge and understanding.*

Stewart Elkins  
\_\_\_\_\_  
[NAME of Attesting Person]

01/08/2024  
\_\_\_\_\_  
[Date]



Massachusetts Gaming Commission

Dir - Revenue Controller  
\_\_\_\_\_  
[TITLE of Attesting Person]

/s/ Stewart Elkins  
\_\_\_\_\_  
[SIGNATURE of Attesting Person]

[If this request is submitted via email, it may be signed electronically by typing the petitioner's name on the signature line above. In that case, the 'signature' must be preceded by /s/ (e.g.- /s/ John S. Doe). Use of an electronic signature permits the Commission to rely upon the signature as if it were handwritten.]



## WynnBET Mobile Sports Betting Cessation Plan

~~January-February~~ 2024

This ~~draft~~ Cessation Plan is submitted in accordance with 205 CMR 258.03(1) – *Cessation Plan*.

On or before the expiration of WynnBET’s temporary license, WynnBET will undertake the following steps to cease mobile sports betting operations in the Commonwealth of Massachusetts. Within 48 hours of receiving approval from the MGC to proceed under this Cessation Plan (or on the following Monday if approval is received on a Thursday or Friday), WynnBET will shut off all sports wagering markets so that no wagers can be placed and will shut off the ability of patrons to deposit funds into their sports wagering account from within Massachusetts at 11:00 a.m. Eastern.

**(a) *The distribution of winnings to patrons holding unredeemed Wagers***

Within ~~{48}~~ hours of receiving approval from the MGC to proceed under this Cessation Plan (or on the following Monday if approval is received on a Thursday or Friday) and at 11:00 a.m. Eastern, WynnBET will send an initial notice to its patrons in substantially the following form:

*“We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and look forward to continuing to provide you sports betting options at our kiosks and retail sports book at Encore Boston Harbor.*

*Effective immediately, we will be discontinuing new sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you within seven (7) business days.*

Formatted: Indent: Left: 0.5"



~~The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Encore Boston Harbor or at Wynn Las Vegas and Encore at Wynn Las Vegas properties. A description of the Wynn Rewards benefits for our resorts can be found here and here Wynn Rewards Card | Encore Boston Harbor for Boston and here Wynn Rewards | Las Vegas Casino & Resort Rewards Program (wynnlasvegas.com) for Las Vegas.~~

~~Please be sure to visit our FAQ page for responses to more questions. [LINK TO BE INSERTED]. You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!~~

Formatted: Font: Not Italic

~~“We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and look forward to continuing to provide you sports betting options at our kiosks and retail sports book at Encore Boston Harbor.~~

~~Effective immediately, we will be discontinuing new mobile sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you.~~

~~The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Encore Boston Harbor or at Wynn Las Vegas and Encore at Wynn Las Vegas properties. A description of the Wynn Rewards benefits for our resorts can be found here and here Wynn Rewards Card | Encore Boston Harbor for Boston and here Wynn Rewards | Las Vegas Casino & Resort Rewards Program (wynnlasvegas.com) for Las Vegas.~~

~~Please be sure to visit our FAQ page for responses to more questions. [LINK TO BE INSERTED]. You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!"~~

During the 30-day wind-down period, a weekly reminder will be sent to Massachusetts patrons to withdraw funds on their account. In addition, notices about the 30-day wind-down period will be posted prominently on WynnBET's Massachusetts app and website.

Attached as Exhibit A is a sample of FAQs ~~from prior WynnBET closures~~ that will be updated as necessary and made available to WynnBET Massachusetts patrons.

**(b) *The refund of pending Wagers that will not be paid out before the cessation of operation.***

Patrons with wagers and parlay legs that will remain unsettled ~~within~~after the 30-day wind-down period has elapsed will be contacted by a WynnBET customer representative within seven (7) business days of the closure email sent to patrons to resolve settlements of these outstanding wagers/parlay legs.

WynnBET does not have current promotions and bonuses running in Massachusetts, except for the Wynn Rewards loyalty program. Any outstanding bet credits from the Wynn Rewards loyalty program at time of closure will be paid out in cash, while remaining loyalty points will continue to be available for use at Encore Boston Harbor or Wynn Las Vegas and Encore at Wynn Las Vegas.

Formatted: Indent: Left: 0.5"

Formatted: Font:

**(c) *The distribution of funds in a patron's Sports Wagering Account maintained by a Sports Wagering Operator to that patron.***

As set forth in (a) above, patrons will have thirty (30) days to withdraw funds from their mobile sports wWagering aAccounts. They will receive weekly reminders of to withdraw funds on their account. Once all wagers are settled and the account funds are withdrawn, a patron's account will be closed and inaccessible to the patron. Patrons who do not withdraw their funds within the 30-day wind-down period will be contacted by a WynnBET customer representative within ten (10) business days to settle their account. Patrons will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor during the 30-day period.

WynnBET customer representatives will use good faith efforts to contact all patrons with any remaining balances. Any unclaimed balances will be handled in accordance with Chapter 200A: *Disposition of Unclaimed Property*.

**(d) *The closure of Sports Wagering Accounts maintained by the Sports Wagering Operator.***

Attached is a WynnBET will submit a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(e) *The closure of the Sports Wagering Operator's Sports Wagering Area, Sports Wagering Facility, or Sports Wagering Platform.***

Attached is a WynnBET will submit a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(f) *The Sports Wagering Operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting.***

WynnBET will continue to submit financial reports to the Commission so long as there are liabilities, ensure that W2Gs are issued, and make win-loss statements available to patrons. Any reserve will be maintained until all liabilities are paid out.

Further, WynnBET will meet all obligations relating to fees and annual assessments pursuant to 205 CMR 214 and 205 CMR 221.

WynnBET Legal/Compliance team will seek a weekly meeting with the MGC Sports Wagering Division to review the status of the closure process and to discuss any accounts that are suspended for unusual or suspicious reasons and accounts with funds remaining after 30 days.

**(g) *The Sports Wagering Operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation.***

Please see (a) above concerning notification to patrons.

WynnBET notified its primary suppliers, including its platform provider and sports provider, on January 29, 2024, that it was submitting a notice of cessation for approval to

the Massachusetts Gaming Commission. ~~will also communicate and work with its vendors and supplier on the planned wind-down.~~ WynnBET will commence notification to all its Massachusetts vendors and suppliers within 48 hours of the MGC's approval of its cessation plan and will notify such vendors or suppliers licensed and doing business solely with WynnBET that they will be required to surrender their license within ten (10) days of WynnBET's surrender or expiration of its license pursuant to 205 CMR 258.06.

In addition, WynnBET notified its employees of the notice of cessation submission on January 29, 2024.

WynnBET will also publish the notice of cessation in The Boston Globe's online and print editions within five business days of Commission approval of the cessation plan in accordance with 205 CMR 258.03(4).

- (h) *A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the Sports Wagering Operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.***

Attached is an ~~WynnBET will supply a bank attestation attestation letter to demonstrate~~ that the obligations of 205 CMR 258.03(1)(a) through (f) ~~will can~~ be satisfied ~~through cash.~~

WynnBET will satisfy its obligations prior to expiration of its license on February 23, 2024.

**EXHIBIT A**  
**FAQs**

**What states is WynnBET closing down?**

WynnBET will be ceasing operations in Colorado, Indiana, Louisiana, Massachusetts, New Jersey, Tennessee, Virginia and West Virginia.

Michigan, Arizona, and New York will continue to be available.

**Why is WynnBET shutting down?**

For commercial reasons, WynnBET has decided to shut down mobile sports betting operations in Massachusetts. However, retail sports betting will continue to be offered by our related company at the sports book and kiosks located at Encore Boston Harbor.

**What happens to the bets I have already placed?**

Bets that were placed prior to the announced cessation, for events that occur after the 30-day cessation period [DATE TO BE ADDED], will be settled and paid out according to the market result. For open bets that settle after [DATE TO BE ADDED], the patron will be contacted by a WynnBET customer support representative.

**What happens to my betting history?**

Your betting history will be available in your WynnBET account until [DATE TO BE ADDED].

## **How do I withdraw the money in my account?**

Withdrawals are quick and easy. To withdraw, click 'Account' on our mobile app and select 'Withdrawal'. On our website, click on your balance, then select 'Withdraw'. You will then be prompted to enter a withdrawal amount. Enter the full balance and click 'Submit'.

## **What happens to my Wynn Rewards Tier Credits & COMPDOLLARS?**

The Wynn Rewards COMPDOLLARS you have earned will remain in effect on your Wynn Rewards account so that you can redeem them for rewards at Encore Boston Harbor and Wynn Las Vegas and Encore at Wynn Las Vegas. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here [Wynn Rewards Card | Encore Boston Harbor for Boston](#).

## **Will I still receive the proper tax forms?**

Yes, the W-2G will be issued and sent to you via the email address used to set up your account.

## **What happens to the Wynn Rewards FreeCREDIT in my account?**

FREECREDIT cannot be redeemed for Bet Credits or other bonuses, but can still be used at Wynn Las Vegas, Encore at Wynn Las Vegas, and Encore Boston Harbor. Please see Wynn Rewards for further information on your FREECREDIT. If you had previously purchased Bet Credits or other bonuses from the Rewards Store, and they were unused in your account when we stopped taking bets in your state, we have refunded the FREECREDIT to your Wynn Rewards account.

## **How do I sign-up for Wynn Rewards?**

Unlock exclusive benefits at Encore Boston Harbor with the Wynn Rewards card. It is your gaming card, and your ticket to exclusive access throughout Encore Boston Harbor. To join our Wynn Rewards program, please visit the Wynn Rewards desk located on the casino floor or sign up online.

## **Where is WynnBET available?**

You can register and play online or download and use WynnBET's mobile apps for Arizona, Michigan, and New York.

## **How can I get help with gambling addiction?**

If you are having any doubts, please seek assistance.

If you or someone you know has a gambling problem, call 1-800-GAMBLER for residents of Michigan. If you're in Arizona, call 1-800-NEXT-STEP. In Massachusetts, call 1-800-327-5050. In New York, call 1-877-8-HOPENY or text 467369.

Please visit our [Responsible Gaming information page](#) for more information about available resources.

## **How do I reach customer service?**

If you are unable to find the answers you need here, please email the WynnBET Customer Service team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) for a representative to address your inquiries.

### **EXHIBIT A** **Sample FAQs**

## **What states is WynnBET closing down?**

WynnBET will be ceasing operations in Colorado, Indiana, Louisiana, New Jersey, Tennessee, Virginia and West Virginia.

Michigan, Arizona, New York and Massachusetts will continue to be available.

## **Why is WynnBET shutting down in various states?**

For commercial reasons, WynnBET has decided to shut down 7 of 11 states previously offered. Please see the [official press release](#).

## **What happens to the bets I have already placed?**

In the seven states closing down, bets that were placed before August 11, 2023, for events that occur prior to October 11, 2023, will be settled, and paid out according to the market result. More information regarding open bets that settle after October 11, 2023 will be shared directly with patrons at a later date.

## **What happens to my betting history?**

Your betting history will be available in your WynnBET account until October 11, 2023.

## How do I withdraw the money in my account?

Withdrawals are quick and easy. To withdraw, click 'Account' on our mobile app and select 'Withdrawal'. On our website, click on your balance, then select 'Withdraw'. You will then be prompted to enter a withdrawal amount. Enter the full balance and click 'Submit'.

## What if I still have the state-specific version of the mobile app?

You will need to download the new mobile app, sign in with your username and password, and withdraw your funds by clicking the account icon in the top right.

## What happens to my active bonuses or new user bonus?

All bonuses have been settled based on the terms and conditions associated with the promotion.

## What happens to my Wynn Rewards Tier Credits & COMPDOLLARS?

The Wynn Rewards COMPDOLLARS you have earned will remain in effect on your Wynn Rewards account so that you can redeem them for rewards at Wynn Las Vegas and Encore at Wynn Las Vegas and Encore Boston Harbor properties. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards / Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here for Las Vegas and here [Wynn Rewards Card / Encore Boston Harbor for Boston](#).

## Will I still receive the proper tax forms?

Yes, the W-2G will be issued and sent to you via the email address used to set up your account.

## What happens to the Wynn Rewards FreeCredit in my account?

Wynn Rewards is the rewards program for all Wynn enterprises in the United States, including WynnBET. Being a WynnBET patron grants you a Wynn Rewards membership and allows you to earn FREECREDIT that can be redeemed at WynnBET, Wynn Las Vegas, Encore Las Vegas, or Encore Boston Harbor. You can also earn COMPDOLLARS, which can be used exclusively at Wynn and Encore resorts, and have access to many other membership benefits. See <https://www.wynnlasvegas.com/wynn-rewards> for more details.

For states where betting is no longer available, FREECREDIT cannot be redeemed for Bet Credits or other bonuses, but can still be used at Wynn Las Vegas, Encore at Wynn Las Vegas, and Encore Boston Harbor. Please see [Wynn Rewards](#) for further information on your FREECREDIT. If you had previously purchased Bet Credits or other bonuses from the Rewards Store, and they were unused in your account when we stopped taking bets in your state, we have refunded the FREECREDIT to your Wynn Rewards account.



## How do I sign up for Wynn Rewards?

Unlock exclusive benefits at Encore with the Wynn Rewards card. It is your gaming card, and your ticket to exclusive access throughout Encore. To join our Wynn Rewards program, please visit the Wynn Rewards desk located on the casino floor or [sign up online](#).

## What is the age requirement to play on WynnBET?

You must be at least 21 years old to play on WynnBET.

## Is online gambling legal?

Online gambling is legal in some states, and each state may have different options. WynnBET currently supports sports betting in Massachusetts, Michigan, and New York.

## Is online sports betting legal?

Online sports betting is legal in some states, and each state may have different options. WynnBET currently supports sports betting in Massachusetts, Michigan, and New York.

## Where is WynnBET available?

You can register and play online or download and use WynnBET's mobile apps for [Arizona](#), [Massachusetts](#), [Michigan](#), and [New York](#).

## When will WynnBET add more states?

WynnBET is working on providing services in several new states. If we aren't live in your state, please select "I don't see my state" from the "State" menu above and complete the form to be the first to know about service in your area.

## What sports are featured on WynnBET?

WynnBET offers wagering on all major sports: American football, basketball, baseball, soccer, tennis, golf, combat sports, and major college sports.

## Does WynnBET offer any casino games?

WynnBET offers casino play in Michigan.

## Does WynnBET offer the same wagers in all states?

No, WynnBET's offerings may vary by state.

## **Does WynnBET track my location?**

In order to access WynnBET, your location must be made available to the WynnBET app while playing.

## **Is there a way to set limits on my activity on WynnBET?**

Go to your profile page, click on "Responsible Gambling" on the left hand side, and select "Player Limits." From here you can change your daily, weekly, and monthly deposit and spending limits. You can also change your daily and weekly time limits. Please visit our [Responsible Gaming](#) information page for more information about account limits and other resources available.

## **How can I get help with gambling addiction?**

If you are having any doubts, please seek assistance.

If you or someone you know has a gambling problem, call 1-800-GAMBLER for residents of Michigan, New Jersey, or Tennessee, or West Virginia. If you're in Arizona, call 1-800-NEXT-STEP. In Colorado, call 1-800-522-4700. In Indiana, call 1-800-9-WITH-IT. In Louisiana, call 1-877-770-7867. In Massachusetts, call 1-800-327-5050. In New York, call 1-877-8-HOPENY or text 467369. In Virginia, call 1-888-532-3500.

Please visit our [Responsible Gaming](#) information page for more information about available resources.

## **How do I reach customer service?**

If you are unable to find the answers you need here, please email the WynnBET Customer Service team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) for a representative to address your inquiries.



## Data Retention and Decommission Plan

### Introduction

Upon approval of cessation of mobile sports betting operations of WSI US, LLC, dba WynnBET, pursuant to a Category 3 license in the Commonwealth of Massachusetts, server hardware and other associated equipment must be decommissioned, and all relevant data retained. This will require certain transactional data and all patron and financial data to be migrated and securely stored for legal and regulatory purposes.

### Data Sources and Locations

WynnBET uses White Hat Gaming (WHG) as a PAM provider, so WHG stores WynnBET patron databases and is the source of truth for data requests. In addition, WynnBET has several databases, including state-residing databases, cloud-hosted databases, and a cloud-hosted data warehouse. [The location and control of these databases will be reviewed in detail with the Massachusetts Gaming Commission staff.](#) WynnBET's state-residing databases will be archived and retained in a new cloud-hosted data store for data requests relating to marketing and gamification data. WynnBET cloud-hosted databases will remain operational (read only) to provide transaction history to users on the WHG application, until closure. WynnBET will also retain, and store patron data provided by geolocation, identity, customer support, and marketing providers alongside the state database archives. The WynnBET data warehouse will remain operational for historical purposes until data retention expires.

### Data Storage

[In accordance with 205 CMR 238.09\(1\) and internal controls, WynnBET records are retained in an electronic format. All corporate records, current employee files, and revenue accounting data are retained without an expiration period. Other, non-essential data is generally retained for a period of a minimum of five to seven years.](#)

Raw backups from PAM, geolocation, identity, customer support, and marketing providers will be encrypted and stored on a cloud-hosted storage facility. Backups will be used to restore the PAM provider databases. Backups from geolocation, identity, customer support, and marketing providers will be consolidated on a cloud server.

For any data required to be accessed by the Massachusetts Gaming Commission for regulatory purposes, the legal and compliance team of WynnBET will serve as contacts. If not available, the legal team at Encore Boston Harbor will respond to requests.

## **Data Retention**

Data will be retained for a period of time required by Massachusetts laws and regulations. Pursuant to 205 CMR 238.09, WynnBET utilizes electronic storage for its primary confidential documents. Additionally, WynnBET transactional data may be retained in a cloud environment in accordance with this plan.

## **Data Security/Access Controls**

All data sources that will support internal or external long-term reporting or compliance requirements will be consolidated and stored to mask patron passwords, full SSNs, and payment information. The information will be in read-only mode with access limited only to specific IT/technology personnel.

Firewall rules will be configured to control which IP addresses or IP ranges are allowed to ensure only authorized users and applications can access the data. Raw database extractions will be encrypted at rest using public/private key encryption. To support any regulatory request, the data will be transmitted over encrypted tunnels to a temporary database server based on the data source. To support any patron data request, a tool will be developed to query consolidated datasets by a patron's relational identifiers.

## **Patron and Regulator Requests**

Throughout the closure process, Massachusetts patron requests will be addressed via an e-mail request to WynnBET Customer Support ([wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com)). The current Legal/Compliance contacts at WynnBET will continue to liaise with the MGC-Massachusetts Gaming Commission. If not available, the legal team at Encore Boston Harbor will respond to inquiries.

## **Server Decommission/Deletion of Data**

Once all data has been confirmed as archived by Wynn/WynnBET resources and signed off by legal and compliance once notice is given to and approval is secured from the Massachusetts Gaming Commission, all source systems will be wiped of data and systems will be securely decommissioned and destroyed. WynnBET will follow the requirements of 205 CMR 238.09

for any records required by the Massachusetts to be retained. Further, WynnBET retains the services of a disposal company for any physical documents that are permitted to be destroyed.

**Formatted:** Font: Font color: Auto



## WynnBET Mobile Sports Betting Cessation Plan

February 16, 2024

On March 8, 2024, the Massachusetts Gaming Commission approved the Cessation Plan submitted in accordance with 205 CMR 258.03(1) for WSI US, LLC, dba WynnBET, to wind-down operations in Massachusetts.

This is a status report provided on the wind-down processes as of February 15, 2024. WynnBET is on track to complete cessation by its approved cessation date of February 23, 2024, and is not requesting any amendments or deviations from the approved cessation plan.

**(a) *The distribution of winnings to patrons holding unredeemed Wagers***

On Monday, February 12, 2024, at 11:00 a.m. Eastern, WynnBET removed all sports wagering markets and stopped the acceptance of deposits.

Simultaneously, the following email was sent to Massachusetts patrons.



We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and welcome you to continue to take advantage of sports betting options at the kiosks and retail sports book at Encore Boston Harbor.

Effective immediately, we will be discontinuing new mobile sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you.

The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Wynn Las Vegas and Encore at Wynn Las Vegas and Encore Boston Harbor properties. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here [Wynn Rewards Card | Encore Boston Harbor](#) for Boston.

Please be sure to visit our FAQ page for responses to more questions. [FAQ](#). You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!



Also, the following messages were posted on WynnBET social media accounts.

10:52



WYNNBET  
Posts



wynnbet



27 likes

wynnbet WynnBET online has ceased sports wagering in Massachusetts on Monday, Feb. 12. Patrons have 30 days from today to withdraw their funds through the app. Please go to <https://www.wynnbet.com/ma/faq/> to learn more

View all 2 comments

1 day ago





10:52



Post



WynnBET  
@WynnBET



WynnBET online has ceased sports wagering in Massachusetts on Monday, Feb. 12. Patrons have 30 days from today to withdraw their funds through the app. Please click [wynnbet.com/ma/faq/](http://wynnbet.com/ma/faq/) to learn more



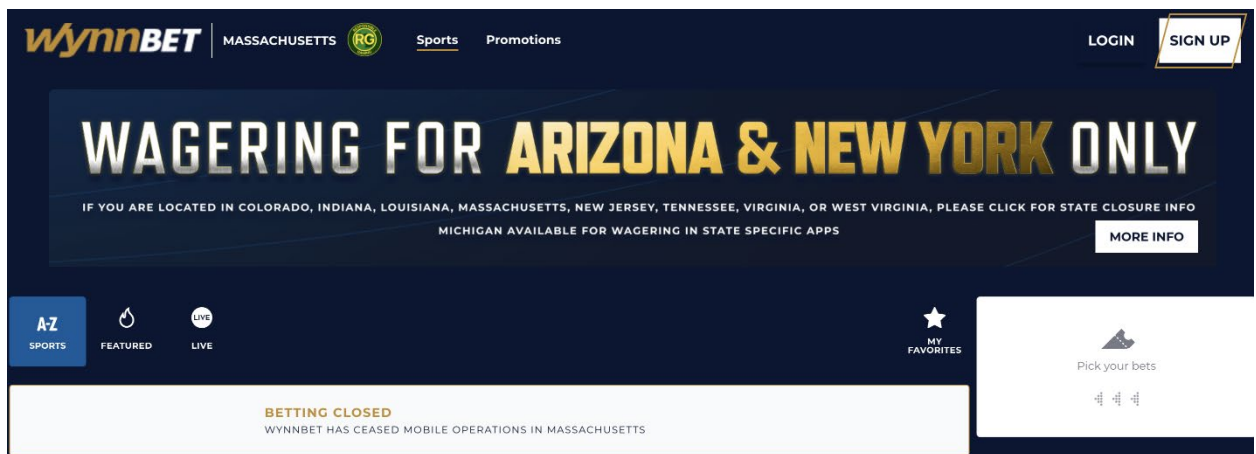
9:01 AM · 2/12/21 · From Earth · 5K Views



Add another post



The following banner was published on the web and app versions of WynnBET.



FAQs were updated and made available here: [Massachusetts Sports Betting FAQ | WynnBET Sportsbook](#)

- (b) ***The refund of pending Wagers that will not be paid out before the cessation of operation.***

Patrons with wagers and parlay legs that will settle within 30 days will be paid.

Beginning February 13, 2024, WynnBET representatives have started contacting patrons about the settlement of futures wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed. Each of these patrons will be contacted by February 22, 2024, regarding settlement.

WynnBET has converted outstanding bet credits from the Wynn Rewards loyalty program to cash and have credited the accounts of patrons with those bet credits. Any remaining loyalty points will be available for use at Encore Boston Harbor or Wynn Las Vegas and Encore at Wynn Las Vegas.

- (c) ***The distribution of funds in a patron's Sports Wagering Account maintained by a Sports Wagering Operator to that patron.***

On February 20, 2024, a reminder will be sent to patrons to withdraw their account funds. Additional reminders will be sent on February 26 and March 4, 2024.

**(d) *The closure of Sports Wagering Accounts maintained by the Sports Wagering Operator.***

On February 20, 2024, a reminder will be sent to patrons to withdraw their account funds. Additional reminders will be sent on February 26 and March 4, 2024.

Once all patron accounts are resolved and closed, WynnBET will undertake the steps outlined in the decommissioning and data retention plan.

**(e) *The closure of the Sports Wagering Operator's Sports Wagering Area, Sports Wagering Facility, or Sports Wagering Platform.***

On February 20, 2024, a reminder will be sent to patrons to withdraw their account funds. Additional reminders will be sent on February 26 and March 4, 2024.

Once all patron accounts are resolved and closed, WynnBET will undertake the steps outlined in the decommissioning and data retention plan.

**(f) *The Sports Wagering Operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting.***

WynnBET will continue to submit financial reports to the Commission so long as there are liabilities, ensure that W2Gs are issued, and make win-loss statements available to patrons. Any reserve will be maintained until all liabilities are paid out.

Further, WynnBET will meet all obligations relating to fees and annual assessments pursuant to 205 CMR 214 and 205 CMR 221.

**(g) *The Sports Wagering Operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation.***

WynnBET notified its primary suppliers, including its platform provider and sports provider, on January 29, 2024, that it was submitting a notice of cessation for approval to the Massachusetts Gaming Commission. On February 15, 2024, WynnBET sent a notice to its Massachusetts vendors and suppliers that doing business solely with WynnBET will

be require then to surrender their license within ten (10) days of WynnBET's surrender or expiration of its license pursuant to 205 CMR 258.06.

WynnBET has published notice of cessation in The Boston Globe's online and print editions with a run period of February 14 to February 18 in accordance with 205 CMR 258.03(4).

## LEGAL NOTICES



Effective Monday, February 12, 2024, WynnBET has ceased offering mobile sports wagering in Massachusetts. Effective immediately, WynnBET will no longer accept deposits or offer sports betting. WynnBET customers can continue to access their accounts until March 13, 2024 at 11:59 p.m. Eastern for the purpose of allowing outstanding bets to settle and to withdraw their account balance. Customers will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor until March 13, 2024 at 11:59 p.m. A WynnBET representative will contact customers within seven (7) business days with respect to any futures bets or parlay legs that will not be settled prior to March 13, 2024. For additional questions, please see <https://www.wynnbet.com/ma/faq/>.

are responsible for submitting. Address, Email address, and bid # 866209 with their

encourages each bidder to re- involved in the contract for a properties. Bidders will be under this Contract whether they receive any contact. Christa at (857-297-2070).

fact is for one year and shall through March 11, 2027 with a two additional one-year terms. The contract value for a be \$320,000. DCAMM Certification of HVAC and plumbing: need by a bid deposit in an five percent (5%) of the value alternative. Bid deposits, pay Authority, shall be either in cash, or a certified check, or check issued by a responsible firm are reminded that the bid for damages when a bidder account deposits or other sports betting. WynnBET customers can continue to access their accounts until March 13, 2024 at 11:59 p.m. Eastern for the purpose of allowing outstanding bets to settle and to withdraw their account balance. Customers will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor until March 13, 2024 at 11:59 p.m. A WynnBET representative will contact customers within seven (7) business days with respect to any futures bets or parlay legs that will not be settled prior to March 13, 2024. For additional questions, please see <https://www.wynnbet.com/ma/faq/>.

one ORIGINAL and one COPY. revisions of M.G.L. Chapter 149 is subject to minimum Wage Massachusetts Department of to M.G.L. Chapter 149. See rates applicable to this ing documents in addition, will be updated annually for laster longer than one (1) by the rates set out in any will be required to provide existing current coverage in the Work Manual. The d to furnish a Performance Bond each in the amount is the sole responsibility have received any and all g. Addenda will be avail- the document by calling hient Coordinator at (857) ewtonhousing.org.

all bids not in accordance al Laws. In addition, the ive minor informalities in f bids (in whole or in part) so.

eschian  
Waltham licensing commission meeting, February 28 7:00 119 School Street Waltham

room 1645 sq ft of kitchen, dining

Christa Bazarian  
Bazarian, Inc.  
617/9 Adgeon Restaurant  
741 Moody Street Waltham

Change of category 7day  
Restaurant All Alcohol Li-  
cense

WynnBET  
Effective Monday, February 12, 2024, WynnBET has ceased offering mobile sports wagering in Massachusetts. Effective immediately, WynnBET will no longer accept deposits or other sports betting. WynnBET customers can continue to access their accounts until March 13, 2024 at 11:59 p.m. Eastern for the purpose of allowing outstanding bets to settle and to withdraw their account balance. Customers will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor until March 13, 2024 at 11:59 p.m. A WynnBET representative will contact customers within seven (7) business days with respect to any futures bets or parlay legs that will not be settled prior to March 13, 2024. For additional questions, please see <https://www.wynnbet.com/ma/faq/>.

Circle Internet Financial, LLC in Boston, MA seeks Multiple Openings for multiple positions including Software Engineer for WPH opportunity. Qualified applicants please send resumes to talent-operations-job-postings@circle.com. Clearly referencing job #00124

LEGAL NOTICES

jobs  
boston.com/  
monster

TECHNOLOGY/  
ENGINEERING

TAKE  
BOSTON  
WITH YOU.  
Go to Boston.com on  
your mobile phone.

(h) ***A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the Sports Wagering Operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.***

WynnBET will satisfy its obligations prior to expiration of its license on February 23, 2024.



## WynnBET Mobile Sports Betting Cessation Plan

February 2024

This Cessation Plan is submitted in accordance with 205 CMR 258.03(1) – *Cessation Plan*.

On or before the expiration of WynnBET’s temporary license, WynnBET will undertake the following steps to cease mobile sports betting operations in the Commonwealth of Massachusetts. Within 48 hours of receiving approval from the MGC to proceed under this Cessation Plan (or on the following Monday if approval is received on a Thursday or Friday), WynnBET will shut off all sports wagering markets so that no wagers can be placed and will shut off the ability of patrons to deposit funds into their sports wagering account from within Massachusetts at 11:00 a.m. Eastern.

**(a) *The distribution of winnings to patrons holding unredeemed Wagers***

Within 48 hours of receiving approval from the MGC to proceed under this Cessation Plan (or on the following Monday if approval is received on a Thursday or Friday) and at 11:00 a.m. Eastern, WynnBET will send an initial notice to its patrons in substantially the following form:

*“We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and look forward to continuing to provide you sports betting options at our kiosks and retail sports book at Encore Boston Harbor.*

*Effective immediately, we will be discontinuing new sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you within seven (7) business days.*

*The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Encore Boston Harbor or at Wynn Las Vegas and Encore at Wynn Las Vegas properties. A description of the Wynn Rewards benefits for our resorts can be found [here](#) and here [Wynn Rewards Card | Encore Boston Harbor](#) for Boston and here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas.*

*Please be sure to visit our FAQ page for responses to more questions. [LINK TO BE INSERTED]. You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!"*

During the 30-day wind-down period, a weekly reminder will be sent to Massachusetts patrons to withdraw funds on their account. In addition, notices about the 30-day wind-down period will be posted prominently on WynnBET's Massachusetts app and website.

Attached as Exhibit A is a sample of FAQs that will be updated as necessary and made available to WynnBET Massachusetts patrons.

**(b) *The refund of pending Wagers that will not be paid out before the cessation of operation.***

Patrons with wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed will be contacted by a WynnBET customer representative within seven (7) business days of the closure email sent to patrons to resolve settlements of these outstanding wagers/parlay legs.

WynnBET does not have current promotions and bonuses running in Massachusetts, except for the Wynn Rewards loyalty program. Any outstanding bet credits from the Wynn Rewards loyalty program at time of closure will be paid out in cash, while remaining loyalty points will continue to be available for use at Encore Boston Harbor or Wynn Las Vegas and Encore at Wynn Las Vegas.

**(c) *The distribution of funds in a patron's Sports Wagering Account maintained by a Sports Wagering Operator to that patron.***

As set forth in (a) above, patrons will have thirty (30) days to withdraw funds from their mobile sports wagering accounts. They will receive weekly reminders of to withdraw funds on their account. Once all wagers are settled and the account funds are withdrawn, a patron's account will be closed and inaccessible to the patron. Patrons who do not

withdraw their funds within the 30-day wind-down period will be contacted by a WynnBET customer representative within ten (10) business days to settle their account. Patrons will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor during the 30-day period.

WynnBET customer representatives will use good faith efforts to contact all patrons with any remaining balances. Any unclaimed balances will be handled in accordance with Chapter 200A: *Disposition of Unclaimed Property*.

**(d) *The closure of Sports Wagering Accounts maintained by the Sports Wagering Operator.***

Attached is a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(e) *The closure of the Sports Wagering Operator's Sports Wagering Area, Sports Wagering Facility, or Sports Wagering Platform.***

Attached is a separate plan for the decommissioning of the Sports Wagering Platform, access to patron accounts, and the retention and access of data for a period required by applicable law.

**(f) *The Sports Wagering Operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting.***

WynnBET will continue to submit financial reports to the Commission so long as there are liabilities, ensure that W2Gs are issued, and make win-loss statements available to patrons. Any reserve will be maintained until all liabilities are paid out.

Further, WynnBET will meet all obligations relating to fees and annual assessments pursuant to 205 CMR 214 and 205 CMR 221.

WynnBET Legal/Compliance team will seek a weekly meeting with the MGC Sports Wagering Division to review the status of the closure process and to discuss any accounts that are suspended for unusual or suspicious reasons and accounts with funds remaining after 30 days.



**(g) *The Sports Wagering Operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation.***

Please see (a) above concerning notification to patrons.

WynnBET notified its primary suppliers, including its platform provider and sports provider, on January 29, 2024, that it was submitting a notice of cessation for approval to the Massachusetts Gaming Commission. WynnBET will commence notification to all its Massachusetts vendors and suppliers within 48 hours of the MGC's approval of its cessation plan and will notify such vendors or suppliers licensed and doing business solely with WynnBET that they will be required to surrender their license within ten (10) days of WynnBET's surrender or expiration of its license pursuant to 205 CMR 258.06.

In addition, WynnBET notified its employees of the notice of cessation submission on January 29, 2024.

WynnBET will also publish the notice of cessation in The Boston Globe's online and print editions within five business days of Commission approval of the cessation plan in accordance with 205 CMR 258.03(4).

**(h) *A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the Sports Wagering Operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.***

Attached is an attestation that the obligations of 205 CMR 258.03(1)(a) through (f) will be satisfied.

WynnBET will satisfy its obligations prior to expiration of its license on February 23, 2024.

**EXHIBIT A**  
**FAQs**

## **What states is WynnBET closing down?**

WynnBET will be ceasing operations in Colorado, Indiana, Louisiana, Massachusetts, New Jersey, Tennessee, Virginia and West Virginia.

Michigan, Arizona, and New York will continue to be available.

## **Why is WynnBET shutting down?**

For commercial reasons, WynnBET has decided to shut down mobile sports betting operations in Massachusetts. However, retail sports betting will continue to be offered by our related company at the sports book and kiosks located at Encore Boston Harbor.

## **What happens to the bets I have already placed?**

Bets that were placed prior to the announced cessation, for events that occur after the 30-day cessation period [DATE TO BE ADDED], will be settled and paid out according to the market result. For open bets that settle after [DATE TO BE ADDED], the patron will be contacted by a WynnBET customer support representative.

## **What happens to my betting history?**

Your betting history will be available in your WynnBET account until [DATE TO BE ADDED].

## **How do I withdraw the money in my account?**

Withdrawals are quick and easy. To withdraw, click 'Account' on our mobile app and select 'Withdrawal'. On our website, click on your balance, then select 'Withdraw'. You will then be prompted to enter a withdrawal amount. Enter the full balance and click 'Submit'.

## **What happens to my Wynn Rewards Tier Credits & COMPDOLLARS?**

The Wynn Rewards COMPDOLLARS you have earned will remain in effect on your Wynn Rewards account so that you can redeem them for rewards at Encore Boston Harbor and Wynn Las Vegas and Encore at Wynn Las Vegas. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here [Wynn Rewards Card | Encore Boston Harbor](#) for Boston.

## **Will I still receive the proper tax forms?**

Yes, the W-2G will be issued and sent to you via the email address used to set up your account.

## **What happens to the Wynn Rewards FreeCREDIT in my account?**

FREECREDIT cannot be redeemed for Bet Credits or other bonuses, but can still be used at Wynn Las Vegas, Encore at Wynn Las Vegas, and Encore Boston Harbor. Please see [Wynn Rewards](#) for further information on your FREECREDIT. If you had previously purchased Bet Credits or other bonuses from the Rewards Store, and they were unused in your account when we stopped taking bets in your state, we have refunded the FREECREDIT to your Wynn Rewards account.

## **How do I sign-up for Wynn Rewards?**

Unlock exclusive benefits at Encore Boston Harbor with the Wynn Rewards card. It is your gaming card, and your ticket to exclusive access throughout Encore Boston Harbor. To join our Wynn Rewards program, please visit the Wynn Rewards desk located on the casino floor or [sign up online](#).

## **Where is WynnBET available?**

You can register and play online or download and use WynnBET's mobile apps for [Arizona](#), [Michigan](#), and [New York](#).

## **How can I get help with gambling addiction?**

If you are having any doubts, please seek assistance.

If you or someone you know has a gambling problem, call 1-800-GAMBLER for residents of Michigan. If you're in Arizona, call 1-800-NEXT-STEP. In Massachusetts, call 1-800-327-5050. In New York, call 1-877-8-HOPENY or text 467369.

Please visit our [Responsible Gaming](#) information page for more information about available resources.

## **How do I reach customer service?**

If you are unable to find the answers you need here, please email the WynnBET Customer Service team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) for a representative to address your inquiries.



## **Data Retention and Decommission Plan**

### **Introduction**

Upon approval of cessation of mobile sports betting operations of WSI US, LLC, dba WynnBET, pursuant to a Category 3 license in the Commonwealth of Massachusetts, server hardware and other associated equipment must be decommissioned, and all relevant data retained. This will require certain transactional data and all patron and financial data to be migrated and securely stored for legal and regulatory purposes.

### **Data Sources and Locations**

WynnBET uses White Hat Gaming (WHG) as a PAM provider, so WHG stores WynnBET patron databases and is the source of truth for data requests. In addition, WynnBET has several databases, including state-residing databases, cloud-hosted databases, and a cloud-hosted data warehouse. The location and control of these databases will be reviewed in detail with the Massachusetts Gaming Commission staff. WynnBET's state-residing databases will be archived and retained in a new cloud-hosted data store for data requests relating to marketing and gamification data. WynnBET cloud-hosted databases will remain operational (read only) to provide transaction history to users on the WHG application, until closure. WynnBET will also retain, and store patron data provided by geolocation, identity, customer support, and marketing providers alongside the state database archives. The WynnBET data warehouse will remain operational for historical purposes until data retention expires.

### **Data Storage**

In accordance with 205 CMR 238.09(1) and internal controls, WynnBET records are retained in an electronic format. All corporate records, current employee files, and revenue accounting data are retained without an expiration period. Other, non-essential data is generally retained for a period of a minimum of five to seven years.

Raw backups from PAM, geolocation, identity, customer support, and marketing providers will be encrypted and stored on a cloud-hosted storage facility. Backups will be used to restore the PAM provider databases. Backups from geolocation, identity, customer support, and marketing providers will be consolidated on a cloud server.

For any data required to be accessed by the Massachusetts Gaming Commission for regulatory purposes, the legal and compliance team of WynnBET will serve as contacts. If not available, the legal team at Encore Boston Harbor will respond to requests.

## **Data Retention**

Data will be retained for a period of time required by Massachusetts laws and regulations. Pursuant to 205 CMR 238.09, WynnBET utilizes electronic storage for its primary confidential documents. Additionally, WynnBET transactional data may be retained in a cloud environment in accordance with this plan.

## **Data Security/Access Controls**

All data sources that will support internal or external long-term reporting or compliance requirements will be consolidated and stored to mask patron passwords, full SSNs, and payment information. The information will be in read-only mode with access limited only to specific IT/technology personnel.

Firewall rules will be configured to control which IP addresses or IP ranges are allowed to ensure only authorized users and applications can access the data. Raw database extractions will be encrypted at rest using public/private key encryption. To support any regulatory request, the data will be transmitted over encrypted tunnels to a temporary database server based on the data source. To support any patron data request, a tool will be developed to query consolidated datasets by a patron's relational identifiers.

## **Patron and Regulator Requests**

Throughout the closure process, Massachusetts patron requests will be addressed via an e-mail request to WynnBET Customer Support ([wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com)). The current Legal/Compliance contacts at WynnBET will continue to liaise with the Massachusetts Gaming Commission. If not available, the legal team at Encore Boston Harbor will respond to inquiries.

## **Server Decommission/Deletion of Data**

Once all data has been confirmed as archived by Wynn/WynnBET resources and signed off by legal and compliance once notice is given to and approval is secured from the Massachusetts Gaming Commission, all source systems will be wiped of data and systems will be securely decommissioned and destroyed. WynnBET will follow the requirements of 205 CMR 238.09 for any records required by the Massachusetts to be retained. Further, WynnBET retains the services of a disposal company for any physical documents that are permitted to be destroyed.



**ATTESTATION OF COMPLIANCE WITH RESERVE REQUIREMENT  
PURSUANT TO 205 CMR 238.12**

FOR THE MONTH ENDED DECEMBER 2023

1. I have reviewed 205 CMR 238.12 as it pertains to a Sports Wagering Operator's obligation to maintain and protect sufficient cash and other supplies to conduct Sports Wagering at all times through a reserve in the amount necessary to ensure the security of funds held in Sports Wagering Accounts and the ability to cover outstanding Sports Wagering liability.
2. WynnBET has established a reserve, either in the form of Cash, Cash Equivalents, payment processor reserve, payment processor receivable, irrevocable letter of credit, bond or a combination thereof.
3. Funds held in the Sports Wagering Accounts are held:
  - a. In trust for the patron in a Segregated Account; or
  - b. In a special purpose Segregated Account as outlined in 205 CMR 238.12(2)(b).
4. Funds held in the Segregated Accounts:
  - a. Do not belong to WynnBET;
  - b. Are not available to creditors other than the patron whose funds are being held; and
  - c. Are not commingled with other funds including, without limitation, funds of WynnBET.
5. To the best of my knowledge and belief, funds have been safeguarded in accordance with 205 CMR 238.12.

*I swear or attest under the pains and penalties of perjury that the information provided as part of this request for a hearing is true and accurate to the best of my knowledge and understanding.*

Stewart Elkins  
\_\_\_\_\_  
[NAME of Attesting Person]

01/08/2024  
\_\_\_\_\_  
[Date]



Massachusetts Gaming Commission

Dir - Revenue Controller  
\_\_\_\_\_  
[TITLE of Attesting Person]

/s/ Stewart Elkins  
\_\_\_\_\_  
[SIGNATURE of Attesting Person]

[If this request is submitted via email, it may be signed electronically by typing the petitioner's name on the signature line above. In that case, the 'signature' must be preceded by /s/ (e.g.- /s/ John S. Doe). Use of an electronic signature permits the Commission to rely upon the signature as if it were handwritten.]



## WynnBET Mobile Sports Betting Cessation Plan

February 23, 2024

On February 8, 2024, the Massachusetts Gaming Commission approved the Cessation Plan submitted in accordance with 205 CMR 258.03(1) for WSI US, LLC, dba WynnBET, to wind-down operations in Massachusetts.

WynnBET hereby submits this report pursuant to 205 CMR 258.05. WynnBET has completed all actions necessary for cessation and requests that cessation become effective.

**(a) *The distribution of winnings to patrons holding unredeemed Wagers***

On Monday, February 12, 2024, at 11:00 a.m. Eastern, WynnBET removed all sports wagering markets and stopped the acceptance of deposits.

Simultaneously, the following email was sent to Massachusetts patrons.





We want to thank you for being a dedicated customer of WynnBET. Unfortunately, we have had to make the difficult decision to close down mobile sports betting operations in Massachusetts. We have enjoyed serving you and welcome you to continue to take advantage of sports betting options at the kiosks and retail sports book at Encore Boston Harbor.

Effective immediately, we will be discontinuing new mobile sports betting offerings. Your account will be accessible for the next thirty (30) days to allow time for your outstanding bets to settle and to withdraw your account balance. If you have any futures bets or parlay legs that will not be settled within the next 30 days, a WynnBET representative will contact you.

The Wynn Rewards points you have earned will remain in effect so that you can redeem them for rewards at Wynn Las Vegas and Encore at Wynn Las Vegas and Encore Boston Harbor properties. A description of the Wynn Rewards benefits for our resorts can be found here [Wynn Rewards | Las Vegas Casino & Resort Rewards Program \(wynnlasvegas.com\)](#) for Las Vegas and here [Wynn Rewards Card | Encore Boston Harbor](#) for Boston.

Please be sure to visit our FAQ page for responses to more questions. [FAQ](#). You can always reach our Customer Support team at [wynnbetsupport@wynnbet.com](mailto:wynnbetsupport@wynnbet.com) if you have any additional questions. Rest assured, your account balance and bets settled as winnings over the next 30 days will be paid out!



Also, the following messages were posted on WynnBET social media accounts.

10:52



WYNNBET  
Posts



wynnbet



27 likes

wynnbet WynnBET online has ceased sports wagering in Massachusetts on Monday, Feb. 12. Patrons have 30 days from today to withdraw their funds through the app. Please go to <https://www.wynnbet.com/ma/faq/> to learn more

View all 2 comments

1 day ago



10:52



Post



WynnBET  
@WynnBET



WynnBET online has ceased sports wagering in Massachusetts on Monday, Feb. 12. Patrons have 30 days from today to withdraw their funds through the app. Please click [wynnbet.com/ma/faq/](http://wynnbet.com/ma/faq/) to learn more



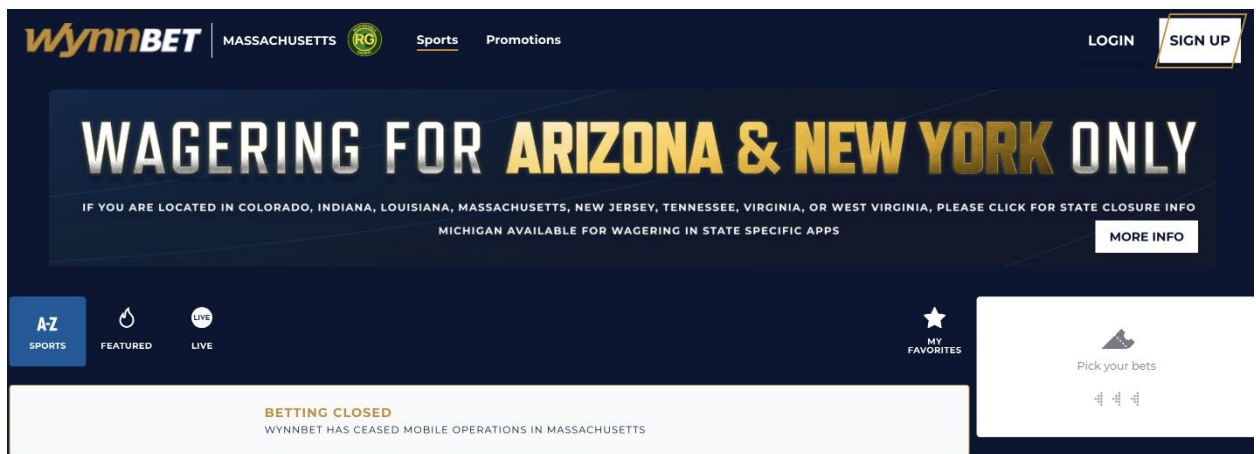
9:01 AM · 2/12/21 · From Earth · 5K Views



Add another post



The following banner was published on the web and app versions of WynnBET.



FAQs were updated and made available here: [Massachusetts Sports Betting FAQ | WynnBET Sportsbook](#)

**(b) *The refund of pending Wagers that will not be paid out before the cessation of operation.***

Patrons with wagers and parlay legs that will favorably settle by March 14, 2024, will be paid. As of February 22, 2024, 75% of all WynnBET patron funds have been withdrawn.

WynnBET representatives have reached out to all patrons about the settlement of futures wagers and parlay legs that will remain unsettled after the 30-day wind-down period has elapsed. As of February 22, 2024, WynnBET has resolved over 85% of these wagers and we are working on following up with the remaining patrons. As noted during the Commission's public meeting on February 21, 2024, WynnBET has been offering an amount that is based upon a fair market valuation of the same bet in the Massachusetts market, which includes, at a minimum, the original stake (amount wagered) returned to the patron.

WynnBET has converted outstanding bet credits from the Wynn Rewards loyalty program to cash and have credited the accounts of patrons with those bet credits. Any remaining loyalty points will be available for use at Encore Boston Harbor or Wynn Las Vegas and Encore at Wynn Las Vegas.

**(c) *The distribution of funds in a patron's Sports Wagering Account maintained by a Sports Wagering Operator to that patron.***

On February 20, 2024, a reminder was sent to patrons to withdraw their account funds. Reminders will be sent on February 26 and March 4, 2024, with the final reminder to be sent on March 11, 2024.

**(d) *The closure of Sports Wagering Accounts maintained by the Sports Wagering Operator.***

On February 20, 2024, a reminder was sent to patrons to withdraw their account funds. Reminders will be sent on February 26 and March 4, 2024, with the final reminder to be sent on March 11, 2024.

Once all patron accounts are resolved and closed, WynnBET will undertake the steps outlined in the decommissioning and data retention plan in consultation with the Commission's IT Division to ensure all steps outlined in the decommissioning and data retention plan are executed accordingly.

**(e) *The closure of the Sports Wagering Operator's Sports Wagering Area, Sports Wagering Facility, or Sports Wagering Platform.***

On February 20, 2024, a reminder was sent to patrons to withdraw their account funds. Reminders will be sent on February 26 and March 4, 2024, with the final reminder to be sent on March 11, 2024.

Once all patron accounts are resolved and closed, WynnBET will undertake the steps outlined in the decommissioning and data retention plan in consultation with the Commission's IT Division to ensure all steps outlined in the decommissioning and data retention plan are executed accordingly.

**(f) *The Sports Wagering Operator's plan to satisfy outstanding debts and obligations, including excises taxes due to the Commission pursuant to M.G.L. c. 23N, § 14 and 205 CMR 240.00: Adjusted Gross Sports Wagering and Adjusted Gross Fantasy Wagering Receipts Tax Remittance and Reporting.***

WynnBET will continue to submit financial reports to the Commission so long as there are liabilities, ensure that W2Gs are issued, and make win-loss statements available to patrons. Any reserve will be maintained until all liabilities are paid out.

Further, WynnBET will meet all obligations relating to fees and annual assessments pursuant to 205 CMR 214 and 205 CMR 221.

**(g) *The Sports Wagering Operator's plan to communicate the cessation plan to the public, patrons, and vendors, including applicable timelines for cessation.***

WynnBET notified its primary suppliers, including its platform provider and sports provider, on January 29, 2024, that it was submitting a notice of cessation for approval to the Massachusetts Gaming Commission. On February 15, 2024, WynnBET sent a notice to its Massachusetts vendors and suppliers that doing business solely with WynnBET will be require then to surrender their license within ten (10) days of WynnBET's surrender or expiration of its license pursuant to 205 CMR 258.06.

WynnBET has published notice of cessation in The Boston Globe's online and print editions with a run period of February 14 to February 18 in accordance with 205 CMR 258.03(4).

# LEGAL NOTICES



Effective Monday, February 12, 2024, WynnBET has ceased offering mobile sports wagering in Massachusetts. Effective immediately, WynnBET will no longer accept deposits or offer sports betting. WynnBET customers can continue to access their accounts until March 13, 2024 at 11:59 p.m. Eastern for the purpose of allowing outstanding bets to settle and to withdraw their account balance. Customers will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor until March 13, 2024 at 11:59 p.m. A WynnBET representative will contact customers within seven (7) business days with respect to any futures bets or parlay legs that will not be settled prior to March 13, 2024. For additional questions, please see <https://www.wynnbet.com/ma/faq/>.

are responsible for submitting. Address, Email address, and bid # 866209 with their

encourages each bidder to re- involved in the contract for a l properties. Bidders will be under this Contract whether not. Bidders may contact Chris- 141-857-297-2070.

tract is for one year, and shall through March 31, 2027 with a two additional one-year terms orthy. The contract value for a be \$200,000. BCOAM Certifi- category of HVAC and plumbing.

need by a bid deposit in an five percent (5%) of the value alternates. Bid deposits, pay- each, or a certified check, or are are reminded that the bid for damages when a bidder submission one. Please be will retain all bid deposits extent permitted by the law.

one ORIGINAL and one COPY.

visions of M.G.L. Chapter e subject to minimum wage sachusetts Department of to M.G.L. Chapter 149. Sec- age rates applicable to this ing documents. In addition, will be updated annually for lasting longer than one (1) by the rates set out in any file increases in prevailing basis for change order re- will be required to provide restating current coverage th in the Work Manual. The to furnish a Performance it Bond each in the amount. It is the sole responsibility /have received any and all g. Addenda will be avail- the document by calling ment coordinator at (857) ewtonhousing.org.

all bids not in accordance al Laws. In addition, the ive minor informalities in l bids (in whole or in part) so.

technician

1665 sq ft of kitchen, dining

Lowry, LLC 1500 (978) 255-1500 Houghton, MA, 027208

**LEGAL NOTICES**

**WynnBET**

Effective Monday, February 12, 2024, WynnBET has ceased offering mobile sports wagering in Massachusetts. Effective immediately, WynnBET will no longer accept deposits or offer sports betting. WynnBET customers can continue to access their accounts until March 13, 2024 at 11:59 p.m. Eastern for the purpose of allowing outstanding bets to settle and to withdraw their account balance. Customers will also have the opportunity to withdraw their funds in-person at Encore Boston Harbor until March 13, 2024 at 11:59 p.m. A WynnBET representative will contact customers within seven (7) business days with respect to any futures bets or parlay legs that will not be settled prior to March 13, 2024. For additional questions, please see <https://www.wynnbet.com/ma/faq/>.

Christa Bazarian  
Bazarian, Inc.  
d/b/a Aegean Restaurant  
741 Moody Street Waltham

Change of category 7Day Restaurant All Alcohol Li- cense

Waltham licensing commis- sion meeting.  
February 28 7:00  
119 School Street Waltham

**jobs**

[boston.com/ monster](https://boston.com/monster)

**TECHNOLOGY/ ENGINEERING**

Circle Internet Financial, LLC in Boston, MA seeks **Multiple Openings** for multiple positions in- cluding Software Engineer for WFH opportunity. Quali- fied applicants please send resumes to talent-opera- tions-job-postings@circle. com. Clearly referencing job #CGT24

**TAKE BOSTON WITH YOU.**

Go In Boston.com on your mobile phone.

- (h) A description of the status and current balance of the letter of credit or other financial assurance mechanism held by the Sports Wagering Operator pursuant to 205 CMR 238.12(6) and any information necessary to permit the Commission or its appointed conservator or receiver to access and use such letter of credit or other financial assurance mechanism to satisfy the obligations in 205 CMR 258.03(1)(a) through (f) to the extent feasible.***

WynnBET will satisfy its obligations prior to expiration of its license on February 23, 2024.





February, 28 2024

# Crown MA Gaming - DraftKings

Q4 2023

Sports Wagering Quarterly Report

# AGENDA

 1. Revenue

 2. Workforce & Workforce Diversity

 3. Vendor/Supplier Spend & Supplier Diversity

 4. Compliance

 5. Responsible Gaming

6. Lottery

7. Community, Outreach & Charitable Impacts

10

Revenue

# Q4 2023 Revenue

Month	Total SW Revenue	MASW Taxes Collected	Hold %
<b>October</b>	<b>\$34,253,687</b>	<b>\$6,704,468</b>	<b>11.2%</b>
<b>November</b>	<b>\$27,190,108</b>	<b>\$5,282,468</b>	<b>8.5%</b>
<b>December</b>	<b>\$30,716,429</b>	<b>\$5,989,645</b>	<b>9.7%</b>
<b>TOTALS</b>	<b>\$92,160,224</b>	<b>\$17,976,581</b>	<b>9.8%</b>

# Q3 2023 Revenue

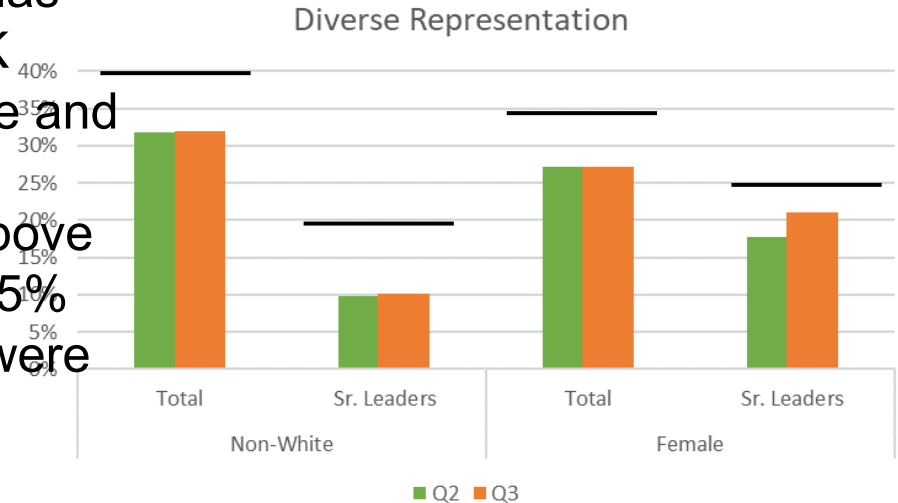
Month	Total SW Revenue	MA SW Taxes Collected	Hold %
<b>July</b>	<b>\$14,739,006</b>	<b>\$2,876,648</b>	<b>10.2%</b>
<b>August</b>	<b>\$11,177,837</b>	<b>\$2,155,968.</b>	<b>6.9%</b>
<b>September</b>	<b>\$28,228,841</b>	<b>\$5,505,624</b>	<b>9.7%</b>
<b>TOTALS</b>	<b>\$54,145,685</b>	<b>\$10,538,241</b>	<b>9.1%</b>

**02**

**Workforce  
Diversity**

# Workforce / Workforce Diversity

- Diversity in gender and ethnicity has grown from 2022 to 2023. The DK population is currently 27% female and 32% BIPOC.
- Female and BIPOC Hiring % is above current representation. In 2023, 35% new hires were female and 47% were BIPOC.
- Increasing diversity in leadership positions is a focus area, as well as female representation in technical roles.



— 2025 Goal



# Breakout of Workforce Diversity Data

As of Q4 2023 for all regular employees

	GLOBAL			US			MA		
	Non-White	Women	Veteran	Non-White	Women	Veteran	Non-White	Women	Veteran
<b>Senior Leaders</b>	12.08%	22.15%	2.01%	14.17%	25.98%	2.36%	8.00%	33.33%	2.67%
<b>Managers</b>	14.78%	24.84%	1.36%	21.59%	28.02%	1.23%	20.66%	30.63%	1.48%
<b>Professionals</b>	27.96%	28.05%	0.97%	40.09%	30.33%	1.04%	23.28%	26.72%	0.31%
<b>TOTAL</b>	24.57%	27.16%	1.09%	35.11%	29.66%	1.13%	21.40%	28.30%	0.81%

30

Vendor/Supplier Spend/  
Supplier Diversity



# Supplier Diversity Efforts

- Supplier Diversity spending increased through Q4 2023, both nationally and MA.
- Growth specifically occurred amongst Minority Businesses at 2.5x from Q3 to Q4.
- We are currently launching an executive committee to inform and drive results against our Supplier Diversity program to continue to make progress.
- Our National goals are 5% spending to be allocated to diverse suppliers by 2025. We have reached 10% for MA spending, but will continue to focus on efforts as we tracked 0.6% nationally.

# Vendor/Supplier Spend/ Supplier Diversity

	US				MA			
SPENDING	Q1 '23	Q2 '23	Q3'23	Q4'23	Q1 '23	Q2 '23	Q3 '23	Q4 '23
<b>Total Vendor Spending</b>	<b>576,543,810</b>	<b>393,345,850</b>	<b>399,422,601</b>	<b>519,959,919</b>	<b>20,657,973</b>	<b>15,230,189</b>	<b>12,646,470</b>	<b>51,128,170</b>
<b>MBE</b>	<b>3,149,101</b>	<b>4,009,057</b>	<b>723,505</b>	<b>2,430,717</b>	<b>3,137,874</b>	<b>4,009,057</b>	<b>718,665</b>	<b>2,401,677</b>
<b>VBE</b>	-	13,226	-	4,409	-	-	-	-
<b>WBE</b>	22,132	9,180	-	507,561	-	-	-	-
<b>Total Diversity Spend</b>	<b>3,171,234</b>	<b>4,031,463</b>	<b>723,505</b>	<b>2,942,687</b>	<b>3,137,874</b>	<b>4,009,057</b>	<b>718,665</b>	<b>2,401,677</b>

# Total Vendor/Supplier Spend

	US				MA			
SPENDING	Q1 '23	Q2 '23	Q3'23	Q4'23	Q1 '23	Q2 '23	Q3 '23	Q4 '23
MBE	0.5%	1.0%	0.2%	0.5%	15.2%	26.3%	5.7%	4.7%
VBE		0.003%		0.001%				
WBE	0.004%	0.002%		0.1%				
Total Diversity Spend	0.6%	1.0%	0.2%	0.6%	15.2%	26.3%	5.7%	4.7%

**04**

**Compliance**

# Underage/Minor Access

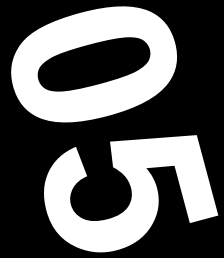
The below statistics are based on DraftKings' Monthly Underage Report

Month	User Accounts Suspended due to claims of underage activity*	User Accounts Reported to the Commission
October	5*	5*
November	3*	3*
December	2*	2*

Q3 2023

Month	User Accounts Suspended due to claims of underage activity*
July	1*
August	4*
September	0

\* These users have made claims that an underage individual, usually a family member, placed a wager on the of-age user's account, or there was some other evidence to support that the account was being operated by an underage individual who was not the account holder.



# Responsible Gaming

# Voluntary Self Exclusion

All DraftKings users are routed to the Massachusetts state platform.

## Self-Exclusion

At DraftKings, we bring fans closer to the games they love by adding the fun and thrill of competition. To keep the game as such, consider self-exclusion if you feel like you're spending too much time or money. Self-exclusion allows you to set a time frame during which you will be excluded and banned from participating on the website and app. Looking to call a timeout on your sports betting? LiveChat at [GameSenseMA.com](https://www.gamesensema.com) or call 1-800-GAM-1234 to learn more about the Massachusetts Voluntary Self-Exclusion program.



**MGC VSE App Exclusions  
as of Q4 2023**

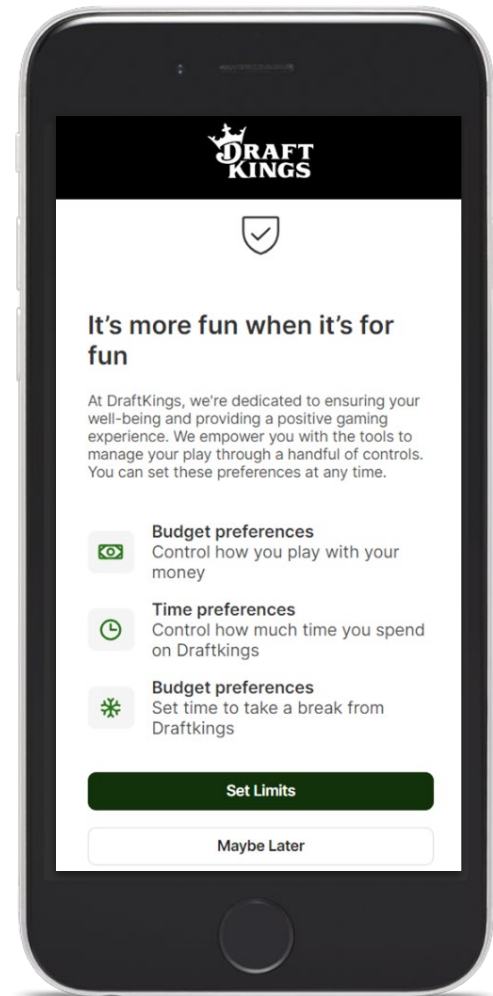
**330**

**MGC VSE App Exclusions as of  
Q3 2023**

**121**

# Account Limits

Account Limit Tools	Percentage of MA Users enrolled (Q4)
TIME LIMIT	0.19%
DEPOSIT LIMIT	1.63%
SPEND LIMIT	0.16%
WAGER LIMIT	0.16%
COOL OFF	0.68%

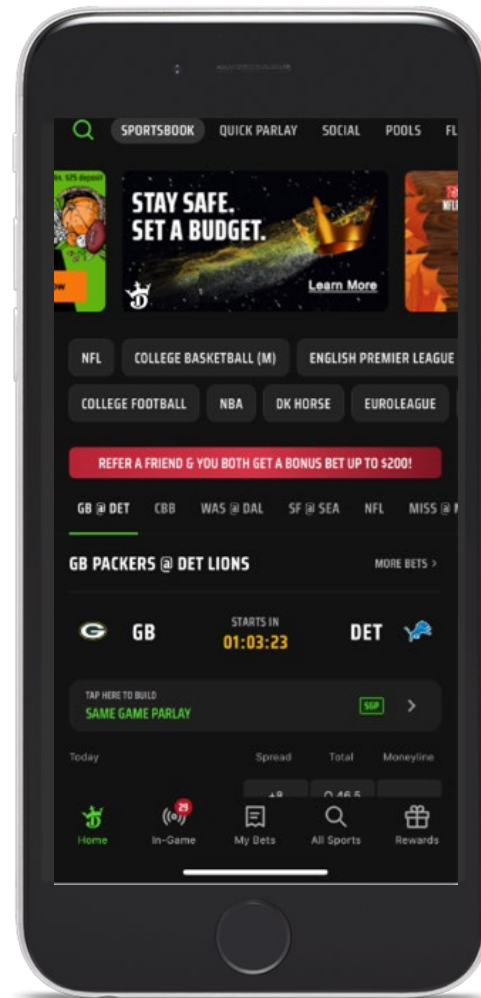




# RGBANNERONMAINCAROUSEL

Goal: Normalize tool utilization through prominent messaging and prescriptive, approachable tone of voice

- Activated in all states through end of 2024
- Implemented Dec 2023: 22,692 clicks
- Call to action to Limits page
- Early data have demonstrated very small uptick in limits utilization



# UNDER25 ONBOARDING

All players under 25 receive targeted CRM sends: Day 3 of new player onboarding, Day 14 new player onboarding & bimonthly thereafter.

**DRAFTKINGS SPORTSBOOK**

## PLAY RESPONSIBLY. SET LIMITS.

Visit our website to learn how we empower players to play responsibly.

- Deposit Limits**  
You may set daily, weekly or monthly limits on the amount you deposit into your account.
- Wagering Limits**  
You may set limits on how much money you wish to wager while playing.
- Max Wager Limits**  
You may set limits on the maximum amount of any single wager you can place on DraftKings Sportsbook.
- Time Limits**  
You may set session limits so you can control the amount of time you want to play.

[SET LIMITS](#)

Day 3 - new player email - general tips

**DRAFTKINGS SPORTSBOOK**

## GAME RESPONSIBLY. Don't fall for these myths.

<b>MYTH:</b> "If I keep playing, I'll win back the money I've lost."	<b>TRUTH:</b> Prior outcomes have no impact on future outcomes.
<b>MYTH:</b> "I was so close. I'm due for a win!"	<b>TRUTH:</b> What happens in the future isn't influenced at all by almost winning.
<b>MYTH:</b> "Gaming is a way to supplement my income."	<b>TRUTH:</b> Gaming is for entertainment rather than a source of income.

[VIEW RESOURCES](#)

Day 14 - new player popup - mythbusting

**DRAFTKINGS** | **AMERICAN GAMING ASSOCIATION**  
HAVE A GAME PLAN. BET RESPONSIBLY.  
haveagameplan.org

## HAVE A GAME PLAN BET RESPONSIBLY™

- Educate yourself** and be knowledgeable about the wagers you're placing.
- Set a realistic budget** and never play beyond your means.
- Avoid chasing losses** and don't try to make up for prior wagers.
- Take a break** for the amount of time you feel is necessary.

[VIEW RESOURCES](#)

Bimonthly popup - general tips

# Recap Responsible Gaming Funding (2023)

*DraftKings' responsible gaming initiatives are funded throughout the year and are ongoing throughout all quarters.*



- **BetBlocker**  
Amount: \$15,000
- **Cambridge Health Alliance, Division on Addiction, (Malden, MA)**  
Amount: \$325,000
- **DraftKings State Council Funding Program**  
Amount: \$495,000 to multiple state councils, including \$15,000 to the MA Council on Gaming and Health
- **EPIC Global Solutions - Lived Experience Trainings**  
Amount: \$40,000
- **International Center for Responsible Gaming, (Beverly, MA)**  
Amount: \$70,000
- **Kindbridge Research Institute (KRI) - 50x4 Vets, (Beverly, MA)**  
Amount: \$150,000
  - KRI - Military Research Associate Program (MRAP)  
Amount: \$100,000
- **Kindbridge Behavioral Health**  
Amount \$60,000

Active members of the **American Gaming Association** and the **National Council on Problem Gambling**

90

Lottery

# Massachusetts State Lottery

DraftKings has entered into a definitive merger agreement to acquire Jackpocket, which closing conditions.

20

**Community/Outreach/Charitable Impacts**

# DraftKings Holiday Give Back Initiative

In honor of the holiday season, we gave our employees in each of our offices around the globe the opportunity to nominate and vote on a charity of their choice to receive a \$10,000 contribution. In total, DraftKings contributed over \$100,000 to charities around the globe that were nominated and voted on by employees.

Employees in our Boston Headquarters selected Closing the Gap Foundation, a Massachusetts-based nonprofit organization focused on supporting the unique needs of individuals and families affected by Cystic Fibrosis.

Representatives from Closing the Gap Foundation attended the DraftKings Boston holiday party on December 15th and took part in a formal check presentation ceremony where they had an opportunity to educate employees about their work in the community.



# DraftKings Holiday Give Back Initiative





# ArmyNavy Game

December 9 2023

On Saturday, December 9, the DraftKings S.E.R.V.E.S. team had members of the veteran community at the 124th installment of Army/Navy game at Gillette Stadium. Our friends at VetsinTech with graduates and active participants of our Tech for Heroes veteran training program, joined us for a fun day in Foxborough, which is the first time this historic game has ever been played in Massachusetts. Several of our very own Boston area DraftKings veterans were in attendance, serving as a reminder of our brave teammates who served our country over the years.



# Sponsored Boston Celtics Shamrock Off Gala

October 5 2023



DraftKings was a major sponsor of this year's Tip-Off Gala, which took place on October 5 at Encore Harbor. This year's gala raised \$1.5 million to invest into the Boston community through grassroots programming and strategic funding to local organizations.

# DraftKings Pink 'Em Campaign

October 2023

During the month of October, DraftKings teamed up with the Larry Fitzgerald Foundation and raised \$100,000 for breast cancer research and support for those impacted. DraftKings offered free to play 'Em charity pools during Weeks 4 through 8 of the NFL Sunday schedule, and for each of the first 20,000 pool entries weekly, DraftKings donated \$5 to The Larry Fitzgerald Foundation to fund breast cancer research along with support for people impacted by this disease.



# DraftKings Tech For Heroes

2023

Throughout 2023, DraftKings continued its Tech for Heroes initiative in collaboration with VetsinTech. Through the program, DraftKings has trained over 800 veterans and their spouses in high-demand tech skills, from cybersecurity to web development and more. Since 2018, DraftKings has donated over \$2 million to VetsinTech in support of this program. For Veteran's Day, DraftKings ran several free to play contests and donated \$100,000 to VetsinTech, with \$100,000 raised.







**THANK YOU**