



Massachusetts Gaming Commission Meeting Minutes

Date/Time: February 21, 2024, 12:00 p.m.
Place: Massachusetts Gaming Commission
VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 112 663 4777

The Commission conducted this public meeting remotely utilizing collaboration technology. Use of this technology was intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public.

Commissioners Present:

Chair Cathy Judd-Stein
Commissioner Eileen O'Brien
Commissioner Bradford Hill
Commissioner Nakisha Skinner
Commissioner Jordan Maynard

1. [Call to Order](#) (00:00)

Chair Judd-Stein called to order the 503rd Public Meeting of the Massachusetts Gaming Commission ("Commission"). Roll call attendance was conducted, and all five commissioners were present for the meeting.

2. [Sports Wagering Division Bruce Band, Director of Sports Wagering](#) (00:50)

a. [Sports Wagering 2023 Q4 Reports](#) (00:54)

Sports Wagering Business Manager Crystal Beauchemin stated that FanDuel, WynnBET, and BetMGM would present their Sports Wagering 2023 Q4 reports.

i. [FanDuel](#) (01:23)

FanDuel's Vice President of Product and New Market Compliance, Corey Fox; FanDuel's Senior Diversity Equity and Inclusion ("DEI") Director, Keita Young; and FanDuel's Senior Director of Responsible Gaming Strategy, Jill Watkins, presented FanDuel's Q4 report, with topics including revenue, compliance, workforce diversity, vendor diversity, responsible gaming, and charitable impact.

Commissioner Hill expressed concern that the numbers presented regarding underage users did not seem realistic. He stated that the Commission wanted to ensure that underage individuals were not accessing sports wagering sites and that operator data was accurate.

Commissioner Skinner commended FanDuel's intentionality with their DEI agenda. Chair Judd-Stein expressed appreciation for FanDuel's financial literacy collaboration with Operation Hope. Commissioner Skinner asked if there was an opportunity to expand the number of financial literacy coaches involved in that program. Ms. Watkins stated that the program would be reviewed after six months to determine whether there was a demand for such coaches who would be hired if so.

ii. [BetMGM](#) (29:19)

BetMGM's Director of Licensing, Josh Wyseman; BetMGM's Senior Director of Compliance, Sarah Brennan; BetMGM's Director of Responsible Gaming, Rich Taylor; BetMGM's Head of DEI, Jahleel Morton; and BetMGM's Senior Analyst of Regulatory Administration, Rich Ege, presented BetMGM's Q4 report, with topics including revenue, compliance, vendor diversity, employee diversity, responsible gaming, BetMGM's engagement with the Massachusetts Lottery, and community outreach.

Commissioner Maynard asked if it was standard practice to close an account when a parent reports that their underage child accessed the account. Mr. Taylor explained that closing the account eliminates the potential risk of underage access in the future. Commissioner Maynard expressed concern that parents will not report underage use if it risks their account being closed. Mr. Taylor stated that he would discuss this with BetMGM's suspicious activity team, as BetMGM did not want to disincentivize reporting.

Commissioner O'Brien noted that three suspected instances of underage activity were deemed to not be underage activity and asked what factors were considered in that conclusion. Mr. Taylor stated that BetMGM would prefer to discuss how it investigated such activity in executive session. Commissioner O'Brien asked that an executive session be added to the next quarterly report presentation.

Chair Judd-Stein inquired as to why an incident would be reported as underage use and then be deemed to not involve underage use. Mr. Taylor stated that following losses on wagers, players have requested refunds by claiming that their underage child accessed their account. He stated

that BetMGM reviews data to determine whether these incidents were legitimate underage access or a claim for recouping losses.

Commissioner Hill noted that the Massachusetts Legislature was considering permitting online lottery purchases. He stated that if approved, this could create opportunities for operator collaboration with the Massachusetts Lottery.

iii. [WynnBET](#) (55:02)

WynnBET's Vice President and General Counsel, Jennifer Roberts, presented WynnBET's Q4 report, with topics including revenue, workforce diversity, vendor diversity, compliance, responsible gaming, WynnBET's collaboration with the Massachusetts Lottery, and charitable impacts.

Chair Judd-Stein inquired about challenges in receiving diversity data from vendors. Sports Wagering Business Manager Beauchemin stated that smaller vendors might not have the capacity to identify diversity. She stated that there could also be a cultural component where the process is unfamiliar to vendors depending upon the vendors' location.

3. [Commissioner Update](#) (1:05:45)

The Commission did not have any updates.

4. [Other Business](#) (1:06:01)

Hearing no other business, Chair Judd-Stein requested a motion to adjourn.

Commissioner Hill moved to adjourn. The motion was seconded by Commissioner O'Brien.

Roll call vote:

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Commissioner Skinner: Aye.

Commissioner Maynard: Aye.

Chair Judd-Stein: Aye.

The motion passed unanimously, 5-0.

List of Documents and Other Items Used

1. [Notice of Meeting and Agenda dated February 16, 2024](#)