



November 2018

FRB NEWS – UPDATE

RECENT DATA PAYMENTS VIA FRB - PERIOD: 1st JULY 2018 to 30th SEPT 2018:

TRP – Period: 1st July 2018 to 30th September 2018

FRB payments for this period were paid via direct bank transfer (or by cheque) during October 2018: Ref: FRB: TRP Q3 2018

RMG – Period: 1st July 2018 to 30th September 2018

FRB payments for this period were paid via direct bank transfer (or by cheque) during November 2018: Ref: FRB: RMG Q2 2018

If you received a cheque on this occasion:

We would be grateful if you could forward bank details so that future payments may be made via direct transfer to enable swifter and more economical processing and save some trees!

THINK 21 – AGE VERIFICATION TESTING:

The latest ‘round’ of FRB commissioned testing for Age Verification Compliance by Serve Legal has been completed and the results were ‘disappointing’.

The latest ‘round’ of informal testing evidenced a decline in compliance; based upon the ‘capsule’ of bookmakers tested on this occasion. We would hope that the latest results are not reflective of compliance throughout the industry.

You are reminded to be vigilant, so that you are both compliant and meet the terms of your licence. The next time you are tested, it could be formal Gambling Commission/ Local Authority testing; which could have ‘consequence’. You are advised to ensure that all staff on the ‘front line’ are fully conversant in the requirements of compliance and adhere to it.

‘THINK 21’ SIGNAGE PROVIDED BY FRB:

To assist the endeavours of bookmakers to achieve consistent ‘compliance’:

We are presently undertaking the supply of ‘Think 21’ policy signage (magnetic) to all ‘FRB’ bookmakers, which should act as a constant reminder of your commitment to your responsibility to be *ever alert* to the terms and conditions of your licences; as well as alerting



your customers to the likelihood of a request for proof of age and potentially, your refusal to accept a bet. Delivery of these is being undertaken by the ARB, NAB and RBA associations.

ACCESSING / GENERATING A COPY OF YOUR GC LICENCE:

In response to enquiries about accessing or/and generating a copy of your GC licence, GC has provided the following comment and guidance:

In the past, each time the LCCP was updated GC used to re-issue licences by email. This was an expensive and resource intensive exercise and given the volume of changes being made and use of e-services GC stopped the practice. Operators can now access their current licence at any time on e-services (which all operators must use now for Regulatory return purposes). You can download a PDF of your licence which then can then be forwarded to the AGT for their purposes.

HOW TO ACCESS AND/OR GENERATE A COPY OF YOUR GC LICENCE:

GC has assured us that generating a copy of your licence is a simple process:

- Operators need to log on to their account via e-services – a link is provided in the document and it takes operators directly to the e-services login page.
- Link: <https://secure.gamblingcommission.gov.uk/EServices/Account/Login>
- Once an email address and password are correctly entered it will take operators to their Home screen as shown.
- To generate a copy of your licence, just click the 'Generate licence' option (button).
- You can then save a copy of your licence which you can email across to the AGT.

Step by step guide if you find IT/e-services challenging:

(Please see following page/ diagram)

END

[E&OE]

Once the operator has signed into their e-services account on the Gambling Commission website. The link is below:

<https://secure.gamblingcommission.gov.uk/EServices/Account/LoginReturnUrl=eservices>

If the operator selects the Generate licence button. This will generate a copy of the licence.

The screenshot displays the 'eServices Hub' interface. On the left is a navigation menu with items like 'Hub', 'Address Management', 'Invoices and payments', 'Domain names', 'Games register', 'Key events', 'LCCP notification', 'Lottery submissions', 'Regulatory returns', 'Security audits', and 'Trading names'. The main content area is titled 'Welcome to eServices' and contains three sections: 'Account summary' (listing 'Reg Returns Betting Limited' and 'Account number'), 'Head office address' (with a note to contact the Commission), and 'Current licence details' (listing 'Non-Remote' and 'General Betting Limited'). Below the licence details is a 'Manage your profile' section with links for 'Change your email address' and 'Change password'. A 'Generate licence' button is located to the right of the licence details. A blue arrow points from the text above to this button. On the far right, there is a 'Contact us' section with a 'Generate licence' button and contact information for 'Test Account9'.