

Newsletter - October 2018

Your monthly guide to online gaming regulation in Europe

EU Developments

Invitation: Responsible Gaming Day 2018 – 4 December, Brussels

The European Gaming and Betting Association (EGBA) invites you to join us at our Responsible Gaming Day 2018 taking place on Tuesday 4 December 2018 in the European Parliament, Brussels. This annual event will bring together online gambling stakeholders including operators, national regulators, EU policy makers, charities and academia to discuss best practices in responsible gambling measures and policy. This year's event will include a sponsored panel discussion with the EU media outlet Politico on making the digital economy work for consumers, where we have confirmed European Commissioner Véra Jourová, European Commissioner for Justice, Consumers and Gender Equality as a speaker. This will be followed by presentation of a consumer protection study by the City University of London; followed by a panel debate on gambling advertising; and a final panel debate on responsible gambling tools for player protection. Please find the draft agenda [here](#).

When: 4 December 2018, 09:00 – 12:00

Where: European Parliament, Rue Wiertz 60, Brussels 1040.

[Register](#)

The Autumn edition of our new Online Gambling Focus is out now!

This month we relaunched our quarterly EGBA News as Online Gambling Focus and in this first edition we take a look at some of the ways in which regulators and operators are taking a sustainability approach towards consumer protection. We are honoured to have Helen Rhodes, of the UK Gambling Commission, walk us through the safer gambling initiatives the regulator has introduced. Helen focuses on effective self-exclusion tools, an area where we think more cooperation would be beneficial. Clearly operators have a responsibility in all this, and Maris Bonello of Kindred Group, explains some of the tools being used by Kindred to detect and prevent problem gambling in their customers and implement a more sustainable approach towards player protection.

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Who's going to win the 2019 European elections?

On 23-26 May next year, Europeans go to the polls in a crucial election which will shape the future of Europe. And with election fever beginning to take its grip on Brussels and beyond, the question on everyone's lips is: "Who's going to win?" But if you can't wait until next May to find out your political party's election chances, then we have some good news for you. From 20 November onward we will be partnering with the EU media outlet Politico to support their [dedicated news coverage](#) for the 2019 European elections with regular updates on which political parties the bookmakers think are going to win the elections. We will be there every step of the way to help guide you through the latest news, hype and speculation...you can bet on that.

[Read more](#)

MRG joins the European Gaming and Betting Association

EGBA is pleased to announce the addition of MRG (formerly Mr Green & Co) as its newest member. "We are very pleased that MRG has joined the EGBA family and we look forward to working closely together with them towards an open, well-regulated market for online gaming in the EU and EEA. MRG brings a strong profile of responsibility, and together we will work towards developing attractive regulated markets that are capable of channelling consumers and providing a high level of consumer protection. It's an exciting but challenging time for European operators and we are pleased that reputable operators like MRG recognise the benefits of working closer together through the EGBA in order to meet these challenges" – Maarten Hajer, Secretary General, EGBA.

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Responsible gambling and collaboration at Sustainable Gambling Conference, Stockholm

On 16 October, EGBA member Kindred Group arranged the "Sustainable Gambling Conference" in Stockholm, gathering over 200 guests from around Europe. Experts from regulators, operators, consumers, other stakeholders discussed how that additional collaboration for a sustainable gambling industry. The conference highlighted the importance of collaboration. "We have taken this initiative because we are convinced that cooperation is necessary to prevent problem gambling. No operator, supplier, regulatory authority, research centre, treatment centre or other expert can solve the challenges alone, we must learn from each other and cooperate in these important issues", said Henrik Tjärnström, Chief Executive Officer at Kindred Group.

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National Developments

Czech Republic: notifies new draft law to European Commission

Czech Republic notified the Draft Ministry of Finance decree on the way of notification and transmission of information and data transmission by the gambling operator, the extent of transmitted data and other technical parameters of data transmission (2018/448/CZ). The standstill period ends on 11 December.

[Read more](#)

Greece: EGBA replies to consultation on opening of the online gambling market

The Greek Ministry of Finance published a draft law and a consultation for the opening of the online gambling market in Greece. The consultation closed on 5 October 2018. The draft law aims in ending the current temporary licencing scheme and foresees the establishment of permanent licences of 5 years for live casino, live poker and betting, in order to modernise the current legal framework and follow European examples of best practices. The draft law, which partially amends the current law, establishes an extremely high licencing fee of 1m euros for live games and 4m euros for betting.

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Italy: public health survey casts doubt on effectiveness of government's advertising ban

Italy's Istituto Superiore della Sanità (ISS) public health agency released, on 18 October, [the results of a survey](#), commissioned by Italy's gambling regulator AAMS into the scope of the nation's gambling activities, both on and offline. The survey questioned over 12,000 adults, making it the largest such study ever conducted in the country. Italy's new government recently announced plans for a blanket prohibition on gambling advertising and sponsorships, with the stated aim to limit the further spread of problem gambling activity. But the ISS survey suggests this ban will likely fail to achieve its stated goals. The survey found that only 19.3% of Italians who actively gambled last year said they were inspired to play after seeing a gambling advert, while the other 80.7% said advertising had no effect whatsoever on their willingness to gamble.

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Netherlands: EGBA interview with BNR Nieuwsradio to discuss draft law

EGBA's Secretary General, Martin Hajer, was interviewed on 17 October by the BNR Nieuwsradio, the main business radio station in the Netherlands, to discuss the outstanding regulation of the Dutch gambling market. The interview is [available online](#), in Dutch language only, but you can review an English language summary below.

[Read more](#)

Netherlands: Consultation on secondary legislation

The Dutch government published the [draft secondary legislation](#) for consultation on 11 September. The consultation will last for 8 weeks and closes on 6 November. The draft secondary legislation is 124 pages and covers a full range of requirements, from the duration of the license to the KYC requirements. In coordination with the local association SSV and our members, EGBA will also submit comments to the consultation. The required notification of the secondary legislation to the European Commission under the TRIS system will only take place after the conclusion of the local consultation and subsequent possible amendments by the government. Notification to the Commission can therefore only be expected end of 2018 at the earliest. The consultation is available below in Dutch language.

[Read more](#)

Sweden: regulator invites stakeholders to technical briefing on new licensing system

Due to the reregulation of the Swedish gambling market and the new license system the Swedish Gambling Authority invites stakeholders to a briefing Tuesday November 6th in Stockholm. A license holder must ensure that it's gaming systems, business systems, routines, RNG and physical lotteries are evaluated by an accredited organ, Chapter 16, Section 3 of the Gambling Act (2018:1138). The Gambling Authority will inform on the regulations and general advice (LIFs 2018:8) on technical requirements and its' guidelines of bodies for inspection, testing and certification of gaming operations and its' guidelines.

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UK: New standards for complaints processes in gambling industry

The Gambling Commission has [published new standards](#), which come into effect from 31 October and improve how complaints are handled by alternative dispute resolution (ADR) providers in the gambling industry. New standards and guidance set out how consumer complaints should be handled and make clear the Commission's expectations around: The types of consumer complaints we expect providers to take on; Principles for considering compensation; Decision quality standards, particularly focused on how providers look at and use evidence; The Ombudsman Association's (OA) six principles of good governance which we expect providers to follow whether or not they are members of the OA; Conflicts of interests; The information and customer service providers give to consumers; The information and data providers share with us and others. Ian Angus, Programme Director for Consumer Protection and Empowerment and Pradeep Rajania, Senior Manager for Consumer Policy [explain here](#) what these changes will mean for gambling operators, and importantly, how consumers will be better protected.

[Read more](#)

Market News

DK Sports betting drives Denmark's regulated gambling market in Q2

GR Greece's online sports betting market on pace for record 2018

SW Slower growth rate on the Swedish gambling market

Upcoming events

4 Dec Responsible Gaming Day 2018, Brussels

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