

Response

In reference to your further Freedom of Information Act request regarding the registered address of Canbet and whether the Commission conducted any visits to this address I am able to provide you with the information below.

The registered address of Canbet (that which is registered with Companies House and that which was stated on the Canbet website) was Canbet UK Ltd, Building 3, Chiswick Park, 566 Chiswick High Road, London W4 5YA. At the time of the investigation all remote companies that sought to operate within the UK were required to have a registered office situated in a physical location in their country of registration. This could have been a business address, the address of an accountant or any other address at which companies are able to deal with all official letters and notices that are sent.

The registered Chiswick address in question was owned by a 'Hosting Services Provider and Web hosting' company, it was at this address Canbet rented servers to operate their business.

No compliance visits were made to the Chiswick address, as you stated in your request this was not the Canbet trading office it was only used to host IT equipment. Nor were compliance visits made to the Australian office.

Site visits are part of the Commission's approach to monitoring compliance, in addition to desk based or telephone based assessments. This is detailed in our [Licensing Compliance and Enforcement Policy Statement](#).

Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioners' Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Request

I would like to further but separately request information regarding the registered address of Canbet at the time you were, or should have been, becoming concerned.

It was in Chiswick although it is not clear whether it was really an office which stored information or simply a letterbox and a convenience in gaining their licence. I refer specifically to the requirement upon the Commission to make assessments and VISITS based on the risk assessments.

Can you inform me whether at any time visits were carried out to Canbet premises? I imagine they would only have been to Chiswick but if there was no office, or any records

there, it would also apply to Australia as this was clearly where their trading centre was based.

I confirm this is a separate enquiry for information but it may be convenient to you that I send it now as the matter is in hand generally anyway.