

## Response

I write further to your requests for information under the Freedom of Information Act 2000.

Please find answers to your questions below.

1. Fesuge Limited (who operate 138.com) have not been subject to a compliance visit at this time. They have however submitted their security audit as required by the conditions of their licence and have been subject to a desktop review.

The Commission has a statutory duty to ensure compliance with the licensing objectives, as defined in the Gambling Act 2005. Operators' compliance with their licence requirements is monitored through a number of methods, including visits, desktop compliance reviews and through information reported through other channels. Disclosing this type of information would be prejudicial to the relationship between the Commission and operators and impact on the voluntary supply of information.

Compliance reports for operators are exempt from release under section 31 of the Freedom of information Act (this is explained in the attached document).

2. A list of all licensed operators is available on the Commission website, here: [Licence register](#)
3. Operators are required to adhere to the Licence Conditions and Codes of Practice, available here [LCCP](#)

Remote gambling operators also have to adhere to the Commission's Remote Technical Standards, available here: [RTS](#)

With regards to anti-money laundering controls operators should act in accordance with [Gambling Commission guidance](#)

With regards to the Proceeds of Crime Act, operators should take into account [Gambling Commission advice](#)

The Commission also has the power to attach additional conditions to an operating licence where necessary when granting an application or following a licence review.

4. Please see the response to question 3 (Part 1 sections 4 and 5 of the LCCP).
5. Please see the response to question 3 (Part 2 section 3 of the LCCP).
6. Our approach to compliance is detailed in our [Licensing, compliance and enforcement policy statement](#) and our [Statement of principles for licensing and regulation](#)
7. This information is exempt from release under section 31 of the Freedom of information Act (this is explained in the attached document).
8. Operators are required to provide their Head Office address which should be the main address they trade from and/or carry out administration duties from. These addresses are available on the Commission website, here: [Licence register](#)

9. We do not require operators to have in place a number for customer contacts and we do not collect customer contact phone numbers for operators.

### **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**

1. Can I have all compliance visits to 138.com and an audit that was conducted into the operation 138.com
2. All bookmakers/gaming companies who have registered with the gambling commission
3. List of ALL requirements you have forced upon these companies, to operate in the UK
4. The measures you have put in place to ensure the safe return of winnings to the rightful owner of these.
5. The measures you have in place to ensure under 18 dont gamble
6. The measures you have in place to audit these companies
7. Copies of all audits that have been undertaken since nov 2014
8. The addresses where gaming operators claim to operate form to fulfill there UK licence
9. The phone numbers they need to provide for customer contact