

Monday 23 March 2020

Welcome to the Gambling Commission's fortnightly newsletter.

Covid-19 - guidance for all operators

As the situation with Covid-19 continues to impact daily life in Great Britain, like many of you, the Commission is following Public Health England guidance and we have told all staff to work from home until further notice.

We recognise these unprecedented circumstances will be having a significant impact on businesses and many will be facing uncertain and unsettling times. The Commission has a well-practised and comprehensive Business Continuity Plan, which we have invoked with the intention of minimising the impact on our regulatory work and the advice and services we provide.

[Read more](#)

Covid-19 - specific guidance for online operators

Social distancing measures being put in place mean more people will be at home and we would like to remind online operators that they must continue to act responsibly, especially in regards to individual customer affordability and increased social responsibility interactions.

As a reminder, we expect licensees to:

- Assess individual affordability on an ongoing basis – customers may be experiencing disrupted income. (Social Responsibility code 3.4 refers to our guidance - '[Customer interaction- formal guidance for remote gambling operators](#)'))
- Increase social responsibility interactions and intervene where customers are showing signs of gambling related harm
- Onboard new customers in a socially responsible way and not exploit the current situation for marketing purposes
- Refresh the information they have on customers regularly
- Review the levels which trigger interaction for AML and SR
- Ensure that your gambling products have been tested by a test house before they are released to the market.

Covid-19 and licence applications

We kindly ask that you do not send in any company related documentation by post, please scan and send in via email to your Account Manager, if original documents are required. Many relevant company related documents will already be PDFs of electronic documents so please continue to provide these by email.

[Read more](#)

Betway to pay £11.6m for failings linked to 'VIP' customers

Online gambling business Betway is to pay £11.6m, alongside implementing a package of measures, for a series of social responsibility and money laundering failings linked to dealings with seven of its high spending customers.

[Read more](#)

Information notice – Multi Media Entertainments Limited

The Gambling Commission has undertaken a Licence review under s116 of the Gambling Act 2005 (“the Act”) into International Multi-Media Entertainments Limited, trading as Lotteries.com (operating licence no 000-039526-R-319314).

[Read more](#)

Updated Test House Framework - what this means for operators

Following the test house framework consultation we have worked with the United Kingdom Accreditation Service (UKAS) and test houses to implement changes aimed at raising standards in the industry.

[Read more](#)

Consultation: Information requirements in the licence conditions and codes of practice (LCCP) and regulatory returns

We are consulting on changes to our regulatory data reporting requirements.

[Have your say](#)

Consultation: Display of licensed status

We are consulting on proposals to amend our licence conditions and codes of practice (LCCP) to:

- improve the consistency of our requirements for the display of licensed status on websites and;
- to expand licence condition 8.1 to non-commercial societies and local authority websites offering access to lottery tickets.

[Have your say](#)

Consultation: Remote key equipment

We are proposing the removal of a licence condition which requires licensees to apply for a variation of their licence when adding or relocating key equipment to a different jurisdiction.

[Respond to consultation](#)

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The next e-bulletin is out on Monday 6 April 2020

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