

**Monday 5 October 2020**

Welcome to the Gambling Commission's fortnightly newsletter.

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### **Gambling Commission new rules to stamp out irresponsible 'VIP customer' practices**

The Gambling Commission has announced [strict new guidance](#) for operators in order to clean up the malpractice of so-called VIP schemes – stating that if the guidance is followed there should be no irresponsible incentivisation of high value customers in the future.

[Read more](#)

### **Gambling Commission partners with Facebook to produce guidance for operators on responsible advertising**

The Gambling Commission has partnered with Facebook to create a responsible gambling advertising [operator guide](#), which explains the advertising controls and tools operators can use to ensure they run advertising campaigns responsibly.

We also worked together to produce a [consumer guide](#), aimed at limiting the number of gambling-related adverts users see on the social media platform. The guidance explains the different ways in which Facebook's safety tools and settings can be adjusted within an individual account to control what a user can and can't see in their Newsfeed.

[Read more](#)

### **List of approved test houses published**

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

All operators must ensure that they are using test houses which have been approved under the new framework.

[View list of approved test houses](#)

### **Covid-19 – general operator guidance and FAQs**

This page features frequently asked questions covering our expectations from all operators.

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The next e-bulletin is out on Monday 19 October 2020

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