



Gambling Compliance

# U.S. Online Responsible Gaming Regulations: Delaware, Nevada and New Jersey

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## Methodology

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In compiling this report, GamblingCompliance Inc. only used information made publicly available by each jurisdiction and its regulatory agency. Specifically, this report evaluates the National Council on Problem Gambling's Internet Responsible Gambling Standards against each jurisdiction's online gambling authorization statute and its accompanying regulations. This report neither covers nor includes non-public information (for instance, Minimum Internal Control Standards agreed upon by operators and the Delaware Lottery, where additional responsible gambling requirements are likely found). Additionally, this report does not evaluate any online gambling operator's product for responsible gambling standards and player protection methods. Based on a cursory review of operators' websites, GamblingCompliance Inc. acknowledges the likelihood that some operators' responsible gambling programs may exceed what is expressly required by statute and regulation in each jurisdiction.

## Use Of Information

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## Introduction

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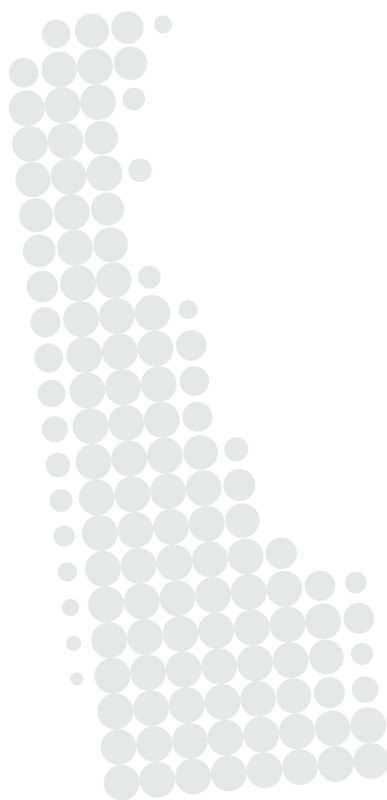
In April 2012, the National Council on Problem Gambling, the national advocate for programs and services to assist problem gamblers and their families, released its [Internet Responsible Gambling Standards](#).

Since then, three states, Delaware, Nevada and New Jersey, have launched online casino-style gambling. Meanwhile, eight states, California, Hawaii, Iowa, Illinois, Massachusetts, Mississippi, Pennsylvania and Texas, have considered legislation that would authorize it.

In December 2013, the National Council on Problem Gambling commissioned Gambling Compliance Research Services to evaluate its Internet Gambling Responsible Standards against the online gambling laws, and their accompanying regulations, of Delaware, Nevada and New Jersey.

# DELAWARE

Online gambling legislation enacted in June 2012 authorized the Delaware Lottery to offer and administer an Internet lottery. Intrastate online poker, table games and video lottery games went live in November 2013 and are being offered by the state's three racetrack casinos.



## KEY MARKET DATA

Adult Population: 0.7m

Key Online Gambling Law: 29 Del. C. §§4801 - 4835

Key Online Gambling Regulation: 10 Del. Admin. C. §206

Regulator: Lottery

Online Gambling Market Opened: November 8, 2013

Source: U.S. Census Bureau, GamblingCompliance

## In Detail: Delaware

### ► Policy

#### **Commitment To Responsible Gambling**

Not expressly covered

#### **Strategy For Responsible Gambling**

Not expressly covered

#### **Funding For Problem Gambling Treatment**

By mandate, \$1,000,000 of electronic gaming machine proceeds or 1 percent of the state's share of slot machine net revenue, whichever is greater, goes to Delaware's Department of Health and Social Services, Division of Substance Abuse and Mental Health, for funding programs for the treatment, education and assistance of problem gamblers and their families. [29 Del. C. §4815\(b\)\(2\)\(c\)](#).

### ► Staff Training

#### **Corporate Policy**

Each Internet lottery agent and technology provider shall establish procedures that are designed, to the greatest extent practicable, to ensure that self-excluded persons do not receive from the Internet lottery agent any solicitations, targeted mailings, telemarketing promotions, player club materials or other promotional materials relating to Internet lottery activities. [10 Del. Admin. C. §206-13.19.2](#).

#### **Training**

The Lottery Director has the power and duty to draft the regulations, procedures and training for identification of and assistance to compulsive gamblers. [29 Del. C. §4805\(29\)](#).

### ► Informed Decision Making

### Information About Gambling

#### **Practical Tips To Keep Within Safe Limits**

Not expressly covered

#### **Myths Associated With Applicable Game**

Not expressly covered

#### **Information On How Games Work**

The Lottery Director must promulgate rules and regulations defining the type, number, payout, wagering limits, and rules for Internet lottery games. [29 Del. C. §4826\(c\)\(1\)](#).

#### **How To Use Responsible Gambling Tools**

The Lottery Director shall cause each Internet site on which the Internet lottery is conducted to include an advertisement for and link to additional information for services for the treatment, education and assistance of compulsive gamblers and their families. [29 Del. C. §4826\(d\)](#). Each licensed agent's website must have a link to the self-exclusion page. [10 Del. Admin. C. §206-13.11](#).

#### **Risks Associated With Gambling**

Not expressly covered

#### **Signs Of A Potential Gambling Problem**

Not expressly covered

#### **Personalized Information**

Customer account balances shall be updated each game cycle to ensure sufficient funds are available for any future real money games the customer may choose to play. [10 Del. Admin. C. §206-13.23](#).

#### **Limit Setting**

The Lottery Director must promulgate rules or mechanisms where players may place limits on the amount of money being wagered per game or during any specified time period, or the

## In Detail: Delaware

amount of losses incurred during any specified time period. [29 Del. C. §4826\(c\)\(5\)](#).

### Individual Limits For Each Type of Game

Not expressly covered

### Play Stopped When Limit Reached

Not expressly covered

### Time Out

Not expressly covered

## ▶ Assisting Players

### Policies

The Director shall cause each Internet site on which the Internet lottery is conducted to include an advertisement for and link to additional information for services for the treatment, education and assistance of compulsive gamblers and their families. [29 Del. C. §4826\(d\)](#).

## ▶ Self-Exclusion

### Self-Exclusion Policy

Each Internet lottery agent's website must have a link to the self-exclusion page. [10 Del. Admin. C. §206-13.11](#). Requests for self-exclusion must be in person, at the Delaware State Lottery Office in Dover. [10 Del. Admin. C. §206-13.13](#). The person must fill out a form with the criteria defined in [10 Del. Admin. C. §206-13.14.1](#). The person must sign a waiver and release discharging the State of Delaware and associated people from liability to the person requesting self exclusion, as described in [10 Del. Admin. C. §206-13.14.3](#).

### Exclusion Length

A patron may request Internet self-exclusion for a period of one year, five years or lifetime. [10 Del. Admin. C. §206-13.14.2](#).

### Communication With Players

Each Internet lottery agent and technology provider shall establish procedures that are designed, to the greatest extent practicable, to ensure that self-excluded persons do not receive from the Internet lottery agent any solicitations, targeted mailings, telemarketing promotions, player club materials or other promotional materials relating to Internet lottery activities. [10 Del. Admin. C. § 206-13.19.2](#).

### Access To Help

Not expressly covered

### Enforcement

Each Internet lottery agent and technology provider must establish procedures to prevent any self-excluded person from registering an Internet lottery gaming account. [10 Del. Admin. C. §206-13.19.1](#). Each Internet lottery agent must submit to the lottery and the Division of Gaming Enforcement a copy of its procedures to follow self-exclusion regulations. The agent's procedures will be incorporated into the agent's internal control submission with the agency. [10 Del. Admin. C. §206-13.20](#).

### Reinstatement

A patron, upon completion of the period of self-exclusion requested, may submit in person a form for removal. The form shall include: (1) The identifying information specified in [10 Del. Admin. C. §206-13](#); (2) The signature of the person requesting removal from the self-exclusion list indicating acknowledgement of required language; (3) The type of identification credentials examined containing the signature of the person requesting removal from the self-exclusion list, and whether said credentials included a photograph and general physical description of the person; (4) The signature of a Lottery or Division of Gaming Enforcement employee authorized to accept such request. [10](#)

## In Detail: Delaware

[Del. Admin. C. §206-13.21.1](#). After a request has been processed, the Lottery must delete name of the person requesting removal and notify each Internet lottery agent by mail. [10 Del. Admin. C. §206-13.21.2](#).

### Renewal

Not expressly covered

### ▶ Advertising And Promotion

#### Advertising Policy Statement

**Operator To Have Clearly Articulated Commitment To Responsible Advertising**  
Not expressly covered

**Operator To Not Advertise Product On Online Responsible Gambling Pages**  
Not expressly covered

**Advertising To Not Be Misleading About Game Outcome And To Not Misrepresent Game**  
All advertising, marketing, and promotion materials must be submitted to the Lottery or Division of Gaming Enforcement for review. [10 Del. Admin. C. §206-14.1](#). The Lottery shall review any materials submitted and approve their use unless in the judgment of the Lottery such materials, if used, would result in an appearance which reflects adversely on the Lottery, would reasonably be expected to offend a substantial number of people, contain inaccurate or misleading information, or otherwise be inappropriate. [10 Del. Admin. C. §206-14.2](#).

### ▶ Game And Site Features

#### Clock Visible At All Times

Not expressly covered

#### Games Display Bets, Wins, Losses And Account Balances As Cash

Customer account balances shall be updated each game cycle to ensure sufficient funds are available for any future real money games the customer may choose to play. [10 Del. Admin. C. §206-13.23](#).

#### Game Features

##### Site To Not Utilize Auto-Play Feature

Not expressly covered

##### Site Avoids Reinforcing Myths

Not expressly covered

#### New Features

##### Potential New Games And Site Technology Reviewed For Possible Impact On Problem Gambling

No Internet table game or Internet video lottery game which offers play for money shall be deployed into production before its certification by the Lottery Director. [10 Del. Admin. C. §206-8.2.8](#).

#### Registration

##### Players To Receive Responsible Gambling Information Upon Registering

Before completing the registration of a person for an Internet lottery gaming account, the Internet lottery system must verify that the person is not on the official exclusion list of persons to be excluded or ejected from internet lottery and video lottery facilities in the State of Delaware. [10 Del. Admin. C. §206-13.10](#). The Lottery or licensed agents will provide a current copy of the official exclusion list to the technology provider for the purposes of screening applicants registering for or attempting to play with an Internet lottery



## In Detail: Delaware

gaming account. [10 Del. Admin. C. §206-13.10.1](#). Each licensed agent's website shall have a link to the self exclusion page of the Lottery website. [10 Del. Admin. C. §206-13.11](#).

### Site To Not Allow Multiple Accounts To Same Player

Players shall be permitted to have one active account at each Internet lottery agent provided the Internet lottery system employs a method of preventing inappropriate or fraudulent play resulting from an individual attempting to log on at more than one agent's site at the same time. [10 Del. Admin. C. §206-13.8](#).

### Free Games

#### Free Games To Use Same Payout Percentage And Odds As Their Real-Money Counterparts

When registering, including for play for free games, players must submit their date of birth or affirmation of legal gambling age. [10 Del. Admin. C. §206-13.2.3](#). Automated identity and age verification need not be performed for players registering to play for free. [10 Del. Admin. C. §206-13.3](#).

#### Free Game Sites To Provide Responsible Gambling Information

The Lottery Director shall cause each Internet site on which the Internet lottery is conducted to include an advertisement for and link to additional information for services for the treatment, education and assistance of compulsive gamblers and their families. [29 Del. C. §4826\(d\)](#).

#### Age Verification Required Upon Registration

Age verification must be performed for players registering to play for real-money wagering. [10 Del. Admin. C. §206-13.5](#).

### Credit

Credit cannot be extended to customers. [10 Del. Admin. C. §206-13.23.2](#).

### ▶ Research

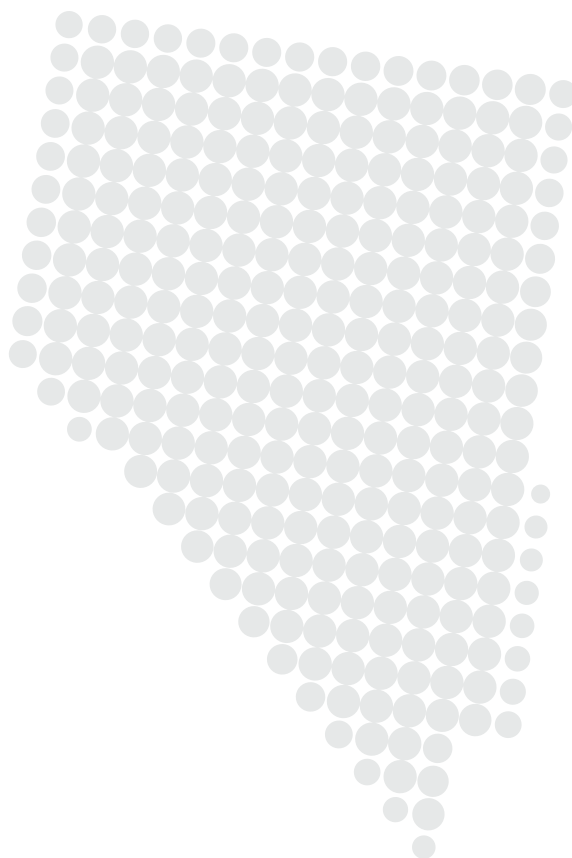
Video Lottery Agents shall retain full ownership of all customer data, including but not limited to, all player data from game play as well as deposit/withdrawal, fraud, collusion, personal player information as well as qualitative information to players such as all analytical information/data on players, e.g. player segmentation and factoring. Technology Service Providers shall not sell or disclose customer data to any third parties, shall not retain any customer data in any form once their contracts have ended, and shall only have the right to access and use customer data for the benefit and on behalf of the Lottery and the Video Lottery Agents. The Lottery has the right to access all player data. [10 Del. Admin. C. §206-14.7](#).

▶ Reference Table: Delaware

National Council On Problem Gambling Standards	Expressly Covered
<b>Policy</b>	
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling	
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●
<b>Staff Training</b>	
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●
<b>Informed Decision Making</b>	
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game	
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●
Requirement That Site Display Information On Risks Associated With Gambling	
Requirement That Site Display Information On Signs Of A Potential Gambling Problem	
Requirement That Site Provide Information On Play	
Requirement That Site Provide Limit Setting On Spend And Time	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●
Requirement That Site Provide Time Out	
<b>Assisting Players</b>	
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players	
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties	
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries	
<b>Self-Exclusion</b>	
Requirement That Site Provide Online Self-Exclusion Registration	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration	
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	●
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	●
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal	
<b>Advertising And Promotion</b>	
Requirement That Advertising Not Be Misleading	●
<b>Game And Site Features</b>	
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay	
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	●
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●
<b>Research</b>	
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling	

# NEVADA

Online gambling legislation enacted in June 2001 authorized certain Nevada casinos to offer interactive gaming. Intrastate online poker went live in April 2013 and is being offered by two of the state's 265 casinos.



## KEY MARKET DATA

Adult Population: 2.0m

Key Online Gambling Law: NRS 463.745 - 463.785

Key Online Gambling Regulation: Regulation 5A; Technical Standard 6

Regulator: Gaming Control Board; Gaming Commission

Online Gambling Market Opened: April 30, 2013

Source: U.S. Census Bureau, GamblingCompliance

## In Detail: Nevada

### ► Policy

#### **Commitment To Responsible Gambling**

[Regulation 5.170](#) defines a set of minimum responsible gaming standards for all gaming licensees operating in the state of Nevada. When Nevada legalized interactive gaming, the requirements of Regulation 5.170 were enhanced by further requirements adopted under Regulation 5A. [Regulation 5A.070](#) states that internal controls for operators of interactive gaming “shall include provisions for substantial compliance with Regulation 5.170.” As of this writing, it is not clear how the Nevada Gaming Commission interprets this provision.

#### **Strategy For Responsible Gambling**

Each operator shall establish, maintain, implement and comply with standards that the chairman shall adopt and publish pursuant to the provisions of Regulation 6.090. Such minimum standards shall include internal controls for: promoting responsible interactive gaming and preventing individuals who have self-excluded from engaging in interactive gaming. [Regulation 5A.070\(9\)](#).

#### **Funding For Problem Gambling Treatment**

Not expressly covered by the interactive gaming statute or its accompanying regulations. The Gaming Commission shall deposit quarterly in the Revolving Account to Support Programs for the Prevention and Treatment of Problem Gambling created by NRS 458A.090 an amount equal to \$2 for each slot machine that is subject to the license fee imposed pursuant to NRS 463.373 and 463.375 and collected by the Commission. [NRS 463.320\(e\)](#).

### ► Staff Training

#### **Corporate Policy**

Each operator shall establish, maintain, implement and comply with standards that the chairman shall adopt and publish pursuant to the provisions of Regulation 6.090. Such minimum standards shall include internal controls for: (9) Promoting responsible interactive gaming and preventing individuals who have self-excluded from engaging in interactive gaming. Such internal controls shall include provisions for substantial compliance with Regulation 5.170. [Regulation 5A.070\(9\)](#).

Each licensee shall implement procedures and training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature and symptoms of problem gambling behavior and assisting patrons in obtaining information about problem gambling programs. This subsection shall not be construed to require employees of licensees to identify problem gamblers. Each licensee shall designate personnel responsible for maintaining the program and addressing the types and frequency of such training and procedures. Training programs conducted or certified by the Nevada Council on Problem Gambling are presumed to provide adequate training for the period certified by the Nevada Council on Problem Gambling. [Regulation 5.170\(3\)](#).

#### **Training**

Each licensee shall implement procedures and training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature and symptoms of problem gambling behavior and assisting patrons in obtaining information about problem gambling programs. This subsection shall not be construed to require employees of

## In Detail: Nevada

licensees to identify problem gamblers. Each licensee shall designate personnel responsible for maintaining the program and addressing the types and frequency of such training and procedures. Training programs conducted or certified by the Nevada Council on Problem Gambling are presumed to provide adequate training for the period certified by the Nevada Council on Problem Gambling. [Regulation 5.170\(3\)](#).

### ► Informed Decision Making

#### Information About Gambling

**Practical Tips To Keep Within Safe Limits**  
Not expressly covered

**Myths Associated With Applicable Game**  
Not expressly covered

**Information On How Games Work**  
Each operator shall adopt and adhere to written, comprehensive house rules governing wagering transactions by and between authorized players that are available for review at all times by authorized players through a conspicuously displayed link. Such house rules shall include, but not be limited to, specifying the following: (1) Clear and concise explanation of all fees; (2) The rules of play of a game; (3) Any monetary wagering limits; and (4) Any time limits pertaining to the play of a game. [Regulation 5A.100\(1\)-\(4\)](#).

**How To Use Responsible Gambling Tools**  
An operator shall ensure that an authorized player has the ability, through their interactive gaming account, to select responsible gambling options that include without limitation: (a) Loss limits establishing the net loss that can occur within a specified period of time; (b) Deposit

limits establishing the amount of total deposits an authorized player can make to their interactive gaming account within a specified period of time; (c) Tournament limits establishing the total dollar amount of tournament entries a patron can purchase within a specified period of time; (d) Buy in limit establishing the total amount of funds an authorized player can allocate for the play of poker within a specified period of time, exclusive of tournament entries purchased; (e) Play time limits establishing the total amount of time available for play during a specified period of time; and (f) Time based exclusion from gambling settings. [Regulation 5A.120\(13\)\(a\)-\(f\)](#).

**Risks Associated With Gambling**  
Not expressly covered

**Signs Of A Potential Gambling Problem**  
Each operator shall establish, maintain, implement and comply with standards that the chairman shall adopt and publish pursuant to the provisions of Regulation 6.090. Such minimum standards shall include internal controls for: (9) Promoting responsible interactive gaming and preventing individuals who have self-excluded from engaging in interactive gaming. Such internal controls shall include provisions for substantial compliance with Regulation 5.170. [Regulation 5A.070\(9\)](#).

Each licensee shall post or provide in conspicuous places in or near gaming and cage areas and cash dispensing machines located in gaming areas written materials concerning the nature and symptoms of problem gambling and the toll-free telephone number of the National Council on Problem Gambling or a similar entity approved by the chairman of the board that provides information and referral services for problem gamblers. [Regulation 5.170\(2\)](#).

## In Detail: Nevada

### Personalized Information

Interactive gaming systems must be able to provide an account statement to authorized players both periodically and on demand. The account statement must include detailed information about their account activity for a defined time period. Information to be provided must include at a minimum, the following: (a) Deposits to the interactive gaming account; (b) Withdrawals from the interactive gaming account; (c) Money wagered in total during each table session; (d) Money won in each table session; (e) Promotional or bonus credits issued to the interactive gaming account; (f) Promotional or bonus credits wagered in each game session; (g) Manual adjustments or modifications to the interactive gaming account; and (h) Any other information that the chairman may require. [Technical Standard 6.110\(11\)\(a\)-\(h\)](#).

### Limit Setting

Interactive gaming systems must employ a mechanism that allows authorized players to set limits on their interactive gaming account. This mechanism must require that the authorized player acknowledge how the limit works, the amount of the limit, and whether or not the limit may take effect in the middle of a game session, player session, or tournament play. The mechanism must require that the authorized player wait at least 24 hours after a change to a limit is made before allowing any changes that would increase a limit. At a minimum, the following limits must be available to the authorized player: (a) "Loss limit" that specifies the maximum amount of money that can be lost within a given timeframe; and (b) "Time available for play limit" that specifies the amount of time an authorized player can play within a given timeframe or session which must require player acknowledgement during game play to extend a game session or tournament play. [Technical Standard 6.110\(14\)\(a\)-\(b\)](#).

### Individual Limits For Each Type of Game

Not expressly covered

### Play Stopped When Limit Reached

An interactive gaming system must be able to terminate a game or player session under the following conditions and notify the player of the termination: (e) A limit of the interactive gaming account has been reached. [Technical Standard 6.120\(2\)\(e\)](#).

### Time Out

Not expressly covered in the interactive gaming statute or its accompanying regulations. After joining the self-exclusion list, a player has to wait at least 30 days before resuming play. [Regulation 5A.130\(1\)\(d\)](#). An operator shall ensure that an authorized player has the ability, through their interactive gaming account, to select responsible gambling options that include without limitation: (f) Time based exclusion from gambling settings. [Regulation 5A.120\(13\)\(f\)](#).

## ▶ Assisting Players

### Policies

Each licensee shall implement procedures and training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature and symptoms of problem gambling behavior and assisting patrons in obtaining information about problem gambling programs. This subsection shall not be construed to require employees of licensees to identify problem gamblers. Each licensee shall designate personnel responsible for maintaining the program and addressing the types and frequency of such training and procedures. Training programs conducted or certified by the Nevada Council on Problem Gambling are presumed to provide adequate

## In Detail: Nevada

training for the period certified by the Nevada Council on Problem Gambling. [Regulation 5.170\(3\)](#).

### ▶ Self-Exclusion

#### Self-Exclusion Policy

Operators must have and put into effect policies and procedures for self-exclusion and take all reasonable steps to immediately refuse service or to otherwise prevent an individual who has self-excluded from participating in interactive gaming. [Regulation 5A.130\(1\)](#). Interactive gaming systems must employ a mechanism to allow authorized players to self-exclude their interactive gaming account from conducting any gaming activities. [Technical Standard 6.110\(15\)](#).

#### Exclusion Length

Operators must have and put into effect policies and procedures for self-exclusion and take all reasonable steps to immediately refuse service or to otherwise prevent an individual who has self-excluded from participating in interactive gaming. These policies and procedures include without limitation the following: provisions precluding an individual who has self-excluded from being allowed to again engage in interactive gaming until a reasonable amount of time of not less than 30 days has passed since the individual self-excluded. [Regulation 5A.130\(1\)\(d\)](#).

#### Communication With Players

Operators must take all reasonable steps to prevent any marketing material from being sent to an individual who has self-excluded. [Regulation 5A.130\(2\)](#). Interactive gaming systems must employ a mechanism to allow authorized players to self-exclude their interactive gaming account from conducting any gaming activities. The mechanism must be able to do the

following: (c) Remove the authorized player from all mailing and marketing lists within a reasonable timeframe. [Technical Standard 6.110\(15\)\(c\)](#).

#### Access To Help

Not expressly covered

#### Enforcement

Operators must have and put into effect policies and procedures for self-exclusion and take all reasonable steps to immediately refuse service or to otherwise prevent an individual who has self-excluded from participating in interactive gaming. These policies and procedures include without limitation the following: (b) The closing of the interactive gaming account held by the individual who has self-excluded; and (d) Provisions precluding an individual who has self-excluded from being allowed to again engage in interactive gaming until a reasonable amount of time of not less than 30 days has passed since the individual self-excluded. [Regulation 5A.130\(1\)\(b\), \(d\)](#). Interactive gaming systems must employ a mechanism to allow authorized players to self-exclude their interactive gaming account from conducting any gaming activities. The mechanism must be able to do the following: (b) Immediately restrict all gaming activity and clearly indicate to the authorized player when the exclusion will take effect. [Technical Standard 6.110\(15\)\(b\)](#).

#### Reinstatement

Not expressly covered

#### Renewal

Not expressly covered

### ▶ Advertising And Promotion

#### Advertising Policy Statement

## In Detail: Nevada

### Operator To Have Clearly Articulated Commitment To Responsible Advertising

Not expressly covered

### Operator To Not Advertise Product On Online Responsible Gambling Pages

Not expressly covered

### Advertising To Not Be Misleading About Game Outcome And To Not Misrepresent Game Odds

An operator, including its employees or agents, shall be truthful and non-deceptive in all aspects of its interactive gaming advertising and promotions. An operator which engages in any promotion related to interactive gaming shall clearly and concisely explain the terms of the promotion and adhere to such terms. [Regulation 5A.155](#).

## ▶ Game And Site Features

### Clock Visible At All Times

Not expressly covered

### Games Display Bets, Wins, Losses And Account Balances As Cash

Interactive gaming systems must be able to provide an account statement to authorized players both periodically and on demand. The account statement must include detailed information about their account activity for a defined time period. Information to be provided must include at a minimum, the following: (a) Deposits to the interactive gaming account; (b) Withdrawals from the interactive gaming account; (c) Money wagered in total during each table session; (d) Money won in each table session; (e) Promotional or bonus credits issued to the interactive gaming account; (f) Promotional or bonus credits wagered in each game session; (g) Manual adjustments or

modifications to the interactive gaming account; and (h) Any other information that the chairman may require. [Technical Standard 6.110\(11\)](#).

## Game Features

### Site To Not Utilize Auto-Play Feature

Not expressly covered

### Site Avoids Reinforcing Myths

Not expressly covered

## New Features

### Potential New Games And Site Technology Reviewed For Possible Impact On Problem Gambling

The Gaming Commission is responsible for inspecting new games in Nevada. In particular, the Commission may adopt and implement procedures that preserve and enhance the necessary balance between the regulatory and economic interests of Nevada which are critical to the vitality of the gaming industry in the state. [NRS 463.670\(2\)](#).

## Registration

### Players To Receive Responsible Gambling Information Upon Registering

Operators must provide for the prominent display of the following information on a page which, by virtue of the construction of the website, authorized players must access before beginning a gambling session: Active links to the following: (b) A problem gambling website that is designed to offer information pertaining to responsible gaming; and (d) A website that allows for an authorized player to choose to be excluded from engaging in interactive gaming. [Regulation 5A.150\(6\)\(b\), \(d\)](#).

### Site To Not Allow Multiple Accounts To Same



## In Detail: Nevada

### Player

An operator shall ensure the following: (a) That an individual registered as an authorized player holds only one interactive gaming account with the operator. [Regulation 5A.120\(2\)\(a\)](#).

the operator is awaiting actual receipt of such funds in the ordinary course of business. [Regulation 5A.120\(11\)](#).

### Free Games

**Free Games To Use Same Payout Percentage And Odds As Their Real-Money Counterparts**  
Not expressly covered

### ▶ Research

Not expressly covered

**Free Games To Not Be Offered To Underage Players**  
Not expressly covered

**Free Game Sites To Provide Responsible Gambling Information**  
Not expressly covered

**Age Verification Required Upon Registration**  
An operator may register an individual as an authorized player only if the individual provides the operator with the following information: (b) The individual's date of birth showing that the individual is 21 years of age or older. [Regulation 5A.110\(2\)\(b\)](#). Interactive gaming systems must employ a mechanism to collect the following information prior to the creation of any interactive gaming account: (b) The individual's date of birth showing that the individual is 21 years of age or older. [Technical Standard 6.110\(4\)\(b\)](#).

### Credit

An operator shall neither extend credit to an authorized player nor allow the deposit of funds into an interactive gaming account that are derived from the extension of credit by affiliates or agents of the operator. For purposes of this subsection, credit shall not be deemed to have been extended where, although funds have been deposited into an interactive gaming account,

## ▶ Reference Table: Nevada

National Council On Problem Gambling Standards	Expressly Covered
<b>Policy</b>	
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling	
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●
<b>Staff Training</b>	
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●
<b>Informed Decision Making</b>	
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game	
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●
Requirement That Site Display Information On Risks Associated With Gambling	●
Requirement That Site Display Information On Signs Of A Potential Gambling Problem	●
Requirement That Site Provide Information On Play	●
Requirement That Site Provide Limit Setting On Spend And Time	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●
Requirement That Site Provide Time Out	
<b>Assisting Players</b>	
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players	
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties	
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries	●
<b>Self-Exclusion</b>	
Requirement That Site Provide Online Self-Exclusion Registration	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration	
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	●
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal	
<b>Advertising And Promotion</b>	
Requirement That Advertising Not Be Misleading	●
<b>Game And Site Features</b>	
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay	
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●
<b>Research</b>	
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling	

## NEW JERSEY

Online gambling legislation enacted in February 2013 authorized New Jersey casinos to offer Internet gaming. Intrastate online poker, table games and slot games went live in November 2013 and are being offered by seven of the state's 11 casinos.



### KEY MARKET DATA

Adult Population: 6.8m

Key Online Gambling Law: N.J. Rev. Stat. §§5.12-95.17 - 5.12-95.33

Key Online Gambling Regulation: N.J. Admin. Code §13.690

Regulator: Division of Gaming Enforcement; Casino Control Commission

Online Gambling Market Opened: November 26, 2013

Source: U.S. Census Bureau, GamblingCompliance

## In Detail: New Jersey

### ► Policy

#### Commitment To Responsible Gambling

Not expressly covered

#### Strategy For Responsible Gambling

Not expressly covered

#### Funding For Problem Gambling Treatment

Licensees must pay annually to the Division of Gaming Enforcement \$250,000, \$140,000 of which shall be allocated to the Council on Compulsive Gambling of New Jersey and \$110,000 of which shall be used for compulsive gambling treatment programs in the state. [N.J. Rev. Stat. §5:12-92.29\(d\)](#).

### ► Staff Training

#### Corporate Policy

Licensees shall have an Internet gaming manager responsible for the operation and integrity of Internet gaming and reviewing all reports of suspicious behavior. The Internet gaming manager shall immediately notify the Division of Gaming Enforcement if any person participating in Internet gaming is on the list of persons self-excluded from gaming activities at all licensed casinos. [N.J. Admin. Code §13.69O-1.2\(i\)](#).

#### Training

Not expressly covered

### ► Informed Decision Making

#### Information About Gambling

#### Practical Tips To Keep Within Safe Limits

Not expressly covered

#### Myths Associated With Applicable Game

Not expressly covered

#### Information On How Games Work

The following information shall be readily available through a client terminal before a patron begins play on an Internet gaming system and at all times during play, where applicable: (1) Sufficient information to identify the specific game selected; (2) Game play and payout rules, which shall not rely on sound to convey their meaning; and (3) All charges imposed on patrons, such as fees, rake, and vigorish. [N.J. Admin. Code §§13.69O-1.5\(j\)\(1\)-\(3\)](#).

#### How To Use Responsible Gambling Tools

Licensees' Internet gaming systems shall allow patrons to access a player protection page at all times while logged into their Internet gaming account. [N.J. Admin. Code §13.69O-1.2\(v\)](#). The player protection page shall include, at a minimum, all of the following features: (i) A prominent message, which states "If you or someone you know has a gambling problem and wants help, call 1-800-Gambler"; (ii) A direct link to the Council on Compulsive Gambling New Jersey, Inc. and one other organization based in the United States dedicated to helping people with potential gambling problems; and (iii) Rules governing self-imposed responsible gaming limits. [N.J. Admin. Code §§13.69O-1.2\(l\)\(14\)\(i\)-\(iii\)](#).

#### Risks Associated With Gambling

Not expressly covered

#### Signs Of A Potential Gambling Problem

Not expressly covered

#### Personalized Information

Licensees' Internet gaming systems shall provide an account statement with account details to a patron on demand, which shall include detailed account activity for at least the six months

## In Detail: New Jersey

preceding 24 hours prior to the request. In addition, licensees' Internet gaming systems shall, upon request, be capable of providing a summary statement of all patron activity during the past year. Information to be provided on the summary statement shall include, at a minimum, the following: (1) Deposits to the Internet gaming account; (2) Withdrawals from the Internet gaming account; (3) Win or loss; (4) Beginning and ending account balances; and (5) Self-imposed responsible gaming limit history, if applicable. [N.J. Admin. Code §§13.69O-1.3\(i\)\(1\)-\(5\)](#).

Unless otherwise approved by the Division, a record of all bonus and promotional wagering offers related to Internet gaming shall be maintained in an electronic file that is readily available to the Division. All bonus and promotional wagering offers shall be stated in clear and unambiguous terms and shall be readily accessible by the patron. Offer terms and the record of all offers shall, at a minimum, include: (1) The date and time presented; (2) The date and time the offer is active and expires; and (3) Patron eligibility and redemption requirements. [N.J. Admin. Code §13.69O-1.4\(s\)\(1\)-\(3\)](#).

Software utilized for Internet gaming shall either: (1) Continuously display the current time in the time zone where the game server is physically located and the time elapsed while in the current patron session; or (2) Cause a pop-up notification, at least every half-hour, to be prominently displayed on the client terminal advising the patron of the current time and the amount of time elapsed since his or her log on. [N.J. Admin. Code §13.69O-1.2\(h\)\(1\)-\(2\)](#).

### Limit Setting

Licensees' Internet gaming systems shall be capable of allowing a patron to establish the following responsible gaming limits: (2) A spend

limit shall be offered on a daily, weekly and monthly basis and shall specify the maximum amount of patron deposits that may be put at risk during a particular period of time; and (3) A time-based limit shall be offered on a daily basis and shall specify the maximum amount of time, measured hourly from the patron's log in to log off, a patron may spend playing on an Internet gaming system, provided, however, that if the time-based limit is reached a patron will be permitted to complete any round of play, or active or prepaid tournament. [N.J. Admin. Code §§13.69O-1.4\(n\)\(2\)-\(3\)](#).

### Individual Limits For Each Type of Game

Not expressly covered

### Play Stopped When Limit Reached

Licensees' Internet gaming systems shall be implement automated procedures to identify and prevent the following persons from placing a wager: (7) Patrons who have exceeded their spend or time-based limit. [N.J. Admin. Code §13.69O-1.4\(o\)\(7\)](#).

### Time Out

A patron may suspend his or her Internet gaming account for a period of no less than 72 hours. [N.J. Admin. Code §13.69O-1.2\(l\)](#).

## ▶ Assisting Players

### Policies

Licensees' Internet gaming systems shall allow patrons to access a player protection page at all times while logged into their Internet gaming account. [N.J. Admin. Code §13.69O-1.2\(v\)](#). The player protection page shall include, at a minimum, all of the following features: (i) A prominent message, which states "If you or someone you know has a gambling problem and wants help, call 1-800-Gambler"; (ii) A direct link

## In Detail: New Jersey

to the Council on Compulsive Gambling New Jersey, Inc. and one other organization based in the United States dedicated to helping people with potential gambling problems; and (iii) Rules governing self-imposed responsible gaming limits. [N.J. Admin. Code §§13.69O-1.2\(l\)\(14\)\(i\)-\(iii\)](#).

### ► Self-Exclusion

#### Self-Exclusion Policy

Licensees' Internet gaming systems shall provide a link within the patron's Internet gaming account to an Internet self-exclusion application account to an Internet self-exclusion form. [N.J. Admin. Code §13.69G-2.2\(d\)\(5\)](#).

#### Exclusion Length

A patron may request Internet self-exclusion for a period of one year, five years, or lifetime. [N.J. Admin. Code §13.69G-2.2\(d\)\(2\)](#). If a patron requests Internet self-exclusion for life, such a request must be made in person at a location designated by the Division of Gaming Enforcement. [N.J. Admin. Code §13.69G-2.2\(c\)](#).

#### Communication With Players

For Internet self-excluded patrons, licensees shall establish procedures that are designed, to the greatest extent practicable, to ensure that self-excluded patrons do not receive, either from the casino licensee or any agent thereof, junket solicitations, targeted mailings, telemarketing promotions, player club materials, or other promotional materials relating to Internet gaming. [N.J. Admin. Code §13.69G-2.4\(b\)\(1\)](#).

#### Access To Help

Not expressly covered

#### Enforcement

For self-excluded patrons, licensees shall establish procedures that are designed, to

the greatest extent practicable, to: (2) Refuse wagers from and deny any gaming privileges to any self-excluded patron; and (3) Deny casino credit, check cashing privileges, player club membership, complimentary goods and services, junket participation and other similar privileges and benefits to any self-excluded patron. [N.J. Admin. Code §§13.69G-2.4\(a\)\(2\)-\(3\)](#).

#### Reinstatement

Except for those patrons choosing a lifetime self-exclusion, any self-excluded patron may, upon the expiration of the period of self-exclusion requested, request removal of his or her name from the self-exclusion list by submitting, in person, a completed request for removal. A request for removal from the self-exclusion list shall be in a form prescribed by the Division of Gaming Enforcement. The form shall include: (1) The identifying information specified in [N.J. Admin. Code §§13:69G-2.2\(c\)\(i\)-\(iv\)](#); (2) The signature of the patron requesting removal from the self-exclusion list indicating acknowledgment of the following statement: "I certify that the information that I have provided above is true and accurate. I am aware that my signature below constitutes a revocation of my previous request for self-exclusion, and I authorize the Division to permit all New Jersey casino licensees to reinstate my gaming privileges at licensed casinos and simulcasting facilities."; (3) The type of identification credentials examined containing the signature of the person requesting removal from the self-exclusion list, and whether said credentials included a photograph or general physical description of the person; and (4) The signature of a Division employee authorized to accept such request. [N.J. Admin. Code §§13.69G-2.5\(a\)-\(b\)](#).

#### Renewal

The one-year and five-year self-exclusion periods continue indefinitely, unless the self-excluded

## In Detail: New Jersey

patron requests, in writing, to be removed after the end of the stated period of self-exclusion. [N.J. Admin. Code §13.69G-2.2\(5\)\(i\)](#).

### ▶ Advertising And Promotion

#### Advertising Policy Statement

##### Operator To Have Clearly Articulated Commitment To Responsible Advertising

Not expressly covered

##### Operator To Not Advertise Product On Online Responsible Gambling Pages

Not expressly covered

##### Advertising To Not Be Misleading About Game Outcome And To Not Misrepresent Game Odds

Licensees are held to the general casino advertising requirements set out at [N.J. Admin. Code §13.69C-14.1 and 14.2](#). Advertising shall be based upon fact, and shall not be false, deceptive or misleading. [N.J. Admin. Code §13.69C-14.2\(d\)](#).

### ▶ Game And Site Features

#### Clock Visible At All Times

Software utilized for Internet gaming shall either: (1) Continuously display the current time in the time zone where the game server is physically located and the time elapsed while in the current patron session; or (2) Cause a pop-up notification, at least every half-hour, to be prominently displayed on the client terminal advising the patron of the current time and the amount of time elapsed since his or her log on. [N.J. Admin. Code §§13.69O-1.2\(h\)\(1\)-\(2\)](#).

#### Games Display Bets, Wins, Losses And

#### Account Balances As Cash

Licensees' Internet gaming systems shall provide an account statement with account details to a patron on demand, which shall include detailed account activity for at least the six months preceding 24 hours prior to the request. In addition, licensees' Internet gaming systems shall, upon request, be capable of providing a summary statement of all patron activity during the past year. Information to be provided on the summary statement shall include, at a minimum, the following: (1) Deposits to the Internet gaming account; (2) Withdrawals from the Internet gaming account; (3) Win or loss; (4) Beginning and ending account balances; and (5) Self-imposed responsible gaming limit history, if applicable. [N.J. Admin. Code §§13.69O-1.3\(i\)\(1\)-\(5\)](#).

#### Game Features

##### Site To Not Utilize Auto-Play Feature

Not expressly covered

##### Site Avoids Reinforcing Myths

Not expressly covered

#### New Features

##### Potential New Games And Site Technology Reviewed For Possible Impact On Problem Gambling

Authorized games or variations or composites thereof are found by the Division of Gaming Enforcement suitable for use after an appropriate test or experimental period under such terms and conditions as the Division may deem appropriate. [N.J. Rev. Stat. §5:12-5](#).

#### Registration

##### Players To Receive Responsible Gambling Information Upon Registering

Patrons must agree to a licensees' terms and

## In Detail: New Jersey

conditions when establishing an Internet gaming account. [N.J. Admin. Code §13:69O-1.2\(l\)\(14\)\(vii\)](#). Licensees' terms and conditions shall include the following: (9) Patron's right to set responsible gaming limits and to self-exclude; and (10) Patron's right to suspend his or her account for a period of no less than 72 hours. [N.J. Admin. Code §§13.69O-1.2\(l\)\(9\)-\(10\)](#).

### Site To Not Allow Multiple Accounts To Same Player

A patron shall have only one Internet gaming account for each Internet gaming intermediary. Each Internet gaming account shall be: (1) Non-transferable; (2) Unique to the patron who establishes the account; and (3) Distinct from any other account number that the patron may have established with the casino licensee. [N.J. Admin. Code §§13.69O-1.3\(c\)\(1\)-\(3\)](#).

### Free Games

#### Free Games To Use Same Payout Percentage And Odds As Their Real-Money Counterparts

An Internet gaming system may offer games that do not require a wager or payment from a patron's Internet gaming account to patrons who have not exceeded any daily time-based limit, provided that the games comply with the following requirements: (1) Any game substantially similar to a game approved by the Division of Gaming Enforcement shall utilize a payout percentage equal to or less than the lowest payout percentage of the approved game; (2) Any game not substantially similar to a game approved by the Division shall prominently display the following prior to the start of the game and during game play: (i) The game is offered for entertainment purposes only; (ii) The game is not approved by the Division; and (iii) The game outcomes may not be representative of those for a Division approved game. [N.J. Admin Code §§13.69O-1.2\(s\)](#)

(1)-(2).

#### Free Games To Not Be Offered To Underage Players

An Internet gaming system may offer games that do not require a wager or payment from the patron's Internet gaming account. [N.J. Admin. Code §13.69O-1.2\(s\)](#). In order to establish an Internet gaming account, licensees shall verify that the patron is of the legal age of 21. [N.J. Admin. Code §13.69O-1.3\(b\)\(5\)](#). Further, any game that can be played without logging into an Internet gaming account shall: (i) Require the patron to verify that he or she is 21 years of age or older prior to beginning play; and (ii) Not offer an award or thing of value. [N.J. Admin. Code 13.69O-1.2\(s\)\(3\)](#).

#### Free Game Sites To Provide Responsible Gambling Information

Not expressly covered

#### Age Verification Required Upon Registration

In order to establish an Internet gaming account, licensees shall verify that the patron is of the legal age of 21, not self-excluded, on the exclusion list, or otherwise prohibited from participation in gaming. [N.J. Admin. Code §13.69O-1.3\(b\)\(5\)](#).

#### Credit

Licensees are permitted to extend "promotional gaming credit" to patrons. "Promotional gaming credit" means a slot machine credit or other item approved by the Division of Gaming Enforcement that is issued by a licensee to a patron for the purpose of enabling the placement of a wager at a slot machine in its casino or through an authorized Internet gaming system. The slot machine credit or other item shall be non-cashable unless an alternative form of slot machine credit has been approved by the Division. [N.J. Admin. Code §13.69L-1.2](#).



## In Detail: [New Jersey](#)

### ▶ Research

The Division of Gaming Enforcement shall annually cause a report to be prepared and distributed to the Governor on the impact of Internet gaming on problem gamblers and gambling addiction in New Jersey. The report shall be prepared by a private organization or entity with expertise in serving the needs of persons with gambling addictions, which organization or entity shall be selected by the Division. The report shall be prepared and distributed under the supervision of, and in coordination with, the Division. Any costs associated with the preparation and distribution of the report shall be borne by licensees who have been authorized by the Division to conduct Internet gaming and the Division shall be authorized to assess a fee against such licensees for these purposes. The Division may also report periodically to the Governor on the effectiveness of the statutory and regulatory controls in place to ensure the integrity of gaming operations through the Internet. [N.J. Rev. Stat. §5:12-95.18](#).

▶ Reference Table: **New Jersey**

National Council On Problem Gambling Standards	Expressly Covered
<b>Policy</b>	
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling	
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●
<b>Staff Training</b>	
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●
<b>Informed Decision Making</b>	
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game	
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●
Requirement That Site Display Information On Risks Associated With Gambling	
Requirement That Site Display Information On Signs Of A Potential Gambling Problem	
Requirement That Site Provide Information On Play	●
Requirement That Site Provide Limit Setting On Spend And Time	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●
Requirement That Site Provide Time Out	●
<b>Assisting Players</b>	
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players	
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties	
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries	
<b>Self-Exclusion</b>	
Requirement That Site Provide Online Self-Exclusion Registration	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration	
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	●
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal	●
<b>Advertising And Promotion</b>	
Requirement That Advertising Not Be Misleading	●
<b>Game And Site Features</b>	
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay	●
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	●
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●
<b>Research</b>	
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling	●

## ► Combined Reference Table

National Council On Problem Gambling Standards	DE	NV	NJ
<b>Policy</b>			
Requirement That Operators Articulate A Policy Commitment To Responsible Gambling			
Requirement That Operators Provide Funding For Problem Gambling Treatment And Research	●	●	●
<b>Staff Training</b>			
Requirement That Senior Staff Member Implement Problem Gambling Policies And Procedures	●	●	●
<b>Informed Decision Making</b>			
Requirement That Site Display Practical Tips To Stay Within Safe Limits/Myths Associated With Applicable Game			
Requirement That Site Display Information On How To Use Responsible Gambling Tools	●	●	●
Requirement That Site Display Information On Risks Associated With Gambling		●	
Requirement That Site Display Information On Signs Of A Potential Gambling Problem		●	
Requirement That Site Provide Information On Play		●	●
Requirement That Site Provide Limit Setting On Spend And Time	●	●	●
Requirement That Site Stops Play When A Patron Reaches His Or Her Established Limits	●	●	●
Requirement That Site Provide Time Out			●
<b>Assisting Players</b>			
Requirement That Operator Have In Place Policies And Procedures For Handling Distressed Players			
Requirement That Operator Have In Place Policies And Procedures For Reporting By Concerned Third Parties			
Requirement That Operator Staff Are Knowledgeable About Handling Customer Responsible Gambling Inquiries		●	
<b>Self-Exclusion</b>			
Requirement That Site Provide Online Self-Exclusion Registration	●	●	●
Requirement That Site Provide NCPG-Recognized Third-Party Self-Exclusion Registration			
Requirement That Ban Lengths Be Variable But Also Be Not Less Than 30 Days	●	●	●
Requirement That Self-Excluded Patrons Do Not Receive Promotional Materials	●	●	●
Requirement That Self-Excluded Patrons Receive Information On Problem Gambling Upon Entering Self-Exclusion	●	●	
Requirement That Reinstatement Policies And Procedures Be In Place For Patrons Exiting Self-Exclusion	●		●
Requirement That Renewal Policies And Procedures Be In Place For Patrons Seeking Self-Exclusion Renewal			●
<b>Advertising And Promotion</b>			
Requirement That Advertising Not Be Misleading	●	●	●
<b>Game And Site Features</b>			
Requirement That Site Make Clock Visible To Patrons At All Times During Gameplay			●
Requirement That Site Make Cash Balance Accessible To Patrons On Demand	●	●	●
Requirement That New Games Be Subject To Stringent Regulatory Review Process	●	●	●
Requirement That Problem Gambling Information Be Provided To Patrons Upon Registration	●	●	●
Requirement That Patron Be Limited To Establishing One Account Per Site	●	●	●
Requirement That Free Game Odds/Payout Percentages Mirror Those Of Their Real-Money Counterparts	●		●
Requirement That Operator Implement Stringent Age Verification Policies And Procedures	●	●	●
<b>Research</b>			
Requirement That Jurisdiction Undertake Research Into Online Problem Gambling			●



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