

Division of Gaming Enforcement Responsible Gaming (RG) Best Practices

Regarding responsible gaming, the Division requires each provider implement a Responsible Gaming Lead as well as dedicated RG staff who shall be responsible for ensuring at risk patrons are provided critical responsible gaming information such as resources available or various responsible gaming features offered by the provider. In addition, the second component of the RG Best Practices is to leverage technology to aid in identifying potential problem gamblers. Regarding the technology component, each platform, at a minimum, shall implement the following automated triggers:

- Account Activity
 - Total Deposits over a 24 hour period being over a certain amount (Division recommends threshold set at \$10,000.00)
 - Total Deposits over a 90 day period over a certain amount (Division recommends threshold set at \$100,000.00)
 - Once a customer accesses the Self Exclusion page, but did not complete the process
 - Requesting a second cool off period within a specific time period (Division recommends threshold set at 45 days)
 - Series of changes to increase the deposit or loss limit (Division recommends threshold set at 3 change requests in 24 hours)
 - Continuous cancellations of withdrawals

- Play Behavior
 - Total turnover over a 90 day period over a certain amount (Division recommends threshold set at \$1,000,000)
 - Increase in time spent on the website (Division recommends threshold set at 50% increase during the current week compared to previous 2 weeks)
 - Evaluation of the patron's session for the week to determine if multiple sessions ended with the patron having less than \$1 in the account
 - Evaluation of the patron's session for the week to determine if multiple sessions had an increase in the amount of wagers

It is important to note that the above automated triggers are considered minimum standards, and that if based on experience in another jurisdiction, a platform has additional automated triggers that may be beneficial to the Division's desired outcome, the platform is encouraged to include those automated triggers as well.

In addition to implementing the automated triggers, each provider shall implement a phased approach when RG automated trigger alerts are identified. The phased approach is aimed at ensuring intervention occurs at each level.

- Phase 1
 - The first phase of intervention shall include corresponding with the patron in order to educate the patron on the availability of the various RG features offered by the platform as well as resources available.

- Phase 2
 - The second phase of intervention shall include a video tutorial being displayed to the patron. The tutorial can be separated into multiple videos and shall educate the patron on the availability of the various RG features offered by the platform as well as resources available.

- Phase 3
 - When warranted, a more direct intervention by an RG professional from the provider to counsel and advise the patron on corrective actions necessary to address the at risk behavior.