GAMBLING DIVISION PRESS RELEASE

Date: 28 February 2023

Regulatory Settlement

The Gambling Commissioner has today reached a regulatory settlement with a gambling operator who will pay a settlement in the sum of £71,000 in lieu of a financial penalty.

This settlement rests on two cases, identified on an AML site visit, where isolated control failings came to light. Overall the operator's systems and controls relating to anti money laundering and terrorist financing were considered satisfactory, but the operator has accepted that these two cases were not managed according to its own standards. This settlement is in respect of rest of the world business.

One case involved a player returning to gambling after a substantial break who spent a considerable sum in a very short period of time. The second involved a 22 year old player who should have been profiled more quickly as higher risk; with his level of spend more closely monitored. The operator did identify that the customer profile and spend were inconsistent, but should have been quicker to identify the risk given the player's age. The case also highlighted the role that fraud and risk teams have in monitoring deposits and withdrawals and escalating cases up the chain of management. The operator in question has undertaken to improve processes in these bespoke areas in line with the learnings from the cases. There is no evidence that funds deposited to these accounts were the proceeds of crime.

Operators are reminded that, in the context of their overall risk assessment of a customer, they should consider that customers in the 18-24 age bracket are a higher risk; regardless of the jurisdiction in which the customer is based. Likewise, customers who return to gambling after the account has been dormant for a period (whatever the reason) should be subject to enhanced monitoring.

The Gambling Commissioner will be making no further comment on this case and the operator in question is considered fit and proper to continue to hold a licence.

ENDS