

GAMBLING COMMISSION

David Griffiths
Hospice Lottery Association
By email

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Dear David

GAMSTOP and the lottery sector

Please find below an explanation of the difference between online instant win games (IWGs) and scratch card games.

Online instant win games are games that are offered through a website where it is a requirement for the customer to have an account with the operator to play. Customers play these games online, with results confirmed instantly, and there is no physical scratch card sent to the customer. Scratch card games are physical tickets and can be purchased from a retailer, charity etc. either remotely (over the telephone or via an online shop, where the tickets are then mailed out to the player) or in person.

It is only operators that are offering online IWGs that need to participate in GAMSTOP. The sale of physical tickets via remote means is not included in the SR code provision for online multi-operator self-exclusion.

The press release referred to Instant Win Games for clarity we could have added 'online' but the whole release was about an online multi-operator self-exclusion system. Given that this wasn't as clear as it could have been, we will be including a reference to the position for lotteries sector and Gamstop in our next e-bulletin.

Grateful if you could confirm amend the current wording so that it is clear that operators offering physical scratch cards are not required to participate in GAMSTOP.

Many thanks

Andy

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