



PENNSYLVANIA GAMING CONTROL BOARD
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November 3, 2023

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Sent via Electronic Mail

Sports Wagering Certificate Holders
Online Sports Wagering Operators

RE: Guidance on Bet limits and Wager Reductions

Dear Certificate Holders and Operators:

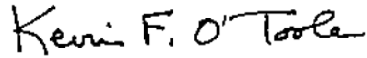
To ensure the continued integrity of the gaming industry in Pennsylvania, the Pennsylvania Gaming Control Board ("Board") is requiring all sports wagering certificate holders and online sports wagering operators to update their online sports wagering sites, internal controls, and house rules for processing and accepting sports wagers which exceed established limits. As a matter of background, Board staff have reviewed instances in which patrons attempt to place a wager with a stake amount that exceeds preset limits. In certain instances, it has been observed that when a stake exceeds a pre-established limit, the stake amount is reduced, and a wager is placed without confirmation by the patron.

Based on an increased amount of patron complaints, the Board will require all operators to develop and implement processes where a patron must confirm and accept any wager amount that is lowered by an operator to a lesser amount than the patron's initially requested stake. In all wager requests where a stake is lowered by the operator, the reduced amount must be confirmed and accepted by the patron prior to the placing of each wager. In addition, at no point should a wager that is pending review by the operator, or not yet accepted by the patron, be displayed to a patron in a manner that could be mistaken for an accepted wager. In the alternative, it is also acceptable to instruct a patron to lower their wager amount when attempting to place a wager which exceeds established limits. In this scenario, a wager should not be accepted until the stake is reduced by the patron to an amount equal to or less than an established limit.

Relevant internal controls under § 1408a.8 (relating to risk management) and applicable house rules should be revised and submitted to Board staff for review and approval. Operators must complete all modifications referenced above by February 29, 2024.

If you have any questions or would like additional information, please contact Kevin Kile, Director of Sports Wagering Operations, at (717) 346-7173 or via email at kkile@pa.gov.

Sincerely,

A handwritten signature in black ink that reads "Kevin F. O'Toole". The signature is written in a cursive, slightly slanted style.

Kevin F. O'Toole
Executive Director

KFO: kk

cc: Steve Cook, Chief Counsel, PGCB
Cyrus Pitre, Chief Enforcement Counsel, PGCB
Claire Yantis, Administrative Director, PGCB
Paul Mauro, Director, Bureau of Investigations & Enforcement, PGCB
Paul Resch, Director, Bureau of Gaming Operations, PGCB
Lee Copello, Director of iGaming Compliance Operations, PGCB
Kevin Kile, Director of Sports Wagering Operations, PGCB
Ben Seagraves, Sport Wagering Operations Supervisor, PGCB
Patrick Williams, Compliance Manager, PGCB