



PENNSYLVANIA GAMING CONTROL BOARD
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Sent via Electronic Mail

Interactive Gaming Certificate Holders and Operators
Sports Wagering Certificate Holders and Operators

**RE: Industry Guidance 2024-03
Physical Check Withdraw Option for Withdrawals of \$10,000 or Greater**

Dear Certificate Holders and Operators:

The Pennsylvania Gaming Control Board (“Board”) is issuing guidance pertaining to Interactive Gaming and Online Sports Wagering operators withdraw options for large withdrawals in excess of \$9,999.99. The Board is issuing the following requirements related to Interactive Gaming and Online Sports Wagering operators; all patrons of the operator’s regulated interactive gaming or online sports wagering site must afford the patron the ability to withdraw from their interactive or online sports wagering account by requesting a paper check. This requirement applies to withdraw requests of \$10,000 or more, or any withdraw amount at the time of closing an account. This does not require the operator to list paper check withdrawals as a default withdraw option on the payment instrument landing page, but the operator must post a notice on the payments page that the option exists for withdrawals of \$10,000 or more, or for account closures. Further, instructions on how to request a paper check withdrawal must be noted as well, i.e. a patron can contact customer support via the customer support page to request a paper check withdrawal.

The Board is requiring all operators to provide a check withdraw option for withdrawals of \$10,000 or more or withdrawals associated with an account closure. Operators who currently offer check withdrawals as a default withdraw option, do not need to add a notice to their payment page. Operators who do not offer a default option to withdraw by check, must update their site to reflect the required changes.

Please provide confirmation that your sites and applications adhere to the Board’s required check withdrawal requirement by May 31, 2024. If you have any questions, please contact Lee Copello, Director of iGaming Compliance Operations, at (717) 210-8603 or via email at lcopello@pa.gov.

Sincerely,

Lee Copello
Director of iGaming Compliance

cc: Kevin O'Toole, Executive Director, PGCB
Steve Cook, Chief Counsel, PGCB
Cyrus Pitre, Chief Enforcement Counsel, PGCB
Claire Yantis, Administrative Director, PGCB
Paul Mauro, Director, Bureau of Investigations & Enforcement, PGCB
Gregg Hazzouri, Director, Bureau of Casino Compliance, PGCB
Paul Resch, Director, Bureau of Gaming Operations, PGCB
Kevin Kile, Director of Sports Wagering Operations, PGCB
Heather Worner, Director, Bureau of Gaming Laboratory Operations, PGCB
Elizabeth Lanza, Director of Compulsive and Problem Gambling, PGCB