



PENNSYLVANIA GAMING CONTROL BOARD
HARRISBURG, PENNSYLVANIA

KEVIN F. O'TOOLE
Executive Director
303 Walnut Street
Commonwealth Tower
5th Floor, Strawberry Sq.
Harrisburg, PA 17101
Phone: (717) 346-8300
Fax: (717) 346-8350
Email: keotoole@pa.gov
Website: www.gamingcontrolboard.pa.gov

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Chair
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Sent via Electronic Mail

Interactive Gaming Certificate Holders
Interactive Gaming Operators
Slot Machine Licensees

**RE: Industry Guidance – 2024-10
Minimum Time Periods for Tournament Prize Redemption**

Dear Holders, Operators and Licensees:

The Pennsylvania Gaming Control Board (“Board”) is committed to promoting fair and responsible gaming practices that support both player satisfaction and player protection consistent with the legislative intent of the Pennsylvania Race Horse Development and Gaming Act wherein the primary objective is to protect the public through the regulation and oversight of all gaming activities. To that end, the Board is instituting a policy requiring updates to the timeframes within which players can redeem slot machine and table game tournament prizes, specifically for awards consisting of free slot play, table game match play/direct bet coupons or bonus funds for use in interactive gaming. This industry guidance is intended to protect players and to ensure that tournament prize awards do not encourage excessive or impulsive gambling behaviors.

The Board recognizes that slot machine and table game tournaments, and other promotions, play a key role in attracting patrons to visit both land-based casinos and interactive gaming websites. The Board believes it has a responsibility to establish guidelines that foster a safe, responsible gaming environment. Ensuring that tournament prize structures offer reasonable redemption periods is an important step in the Board’s efforts to prevent gambling harm and encourage responsible gaming in both land-based casinos and on interactive gaming platforms.

Effective January 1, 2025, all slot machine and table game tournaments conducted by land-based and interactive gaming (“iGaming”) operators must adhere to the following time limits for the redemption of free slot play, table game match play/direct bet coupons and iGaming bonus funds prizes:

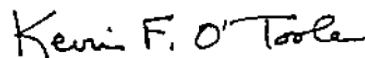
- Prizes of \$499.99 or less: Players must be provided with a minimum of 24 hours from the time of award to redeem their prize.
- Prizes between \$500 and \$9,999.99: Players must be provided with a minimum of 7 days from the time of award to redeem their prize.
- Prizes of \$10,000 or more: Players must be provided with a minimum of 14 days from the time of award to redeem their prize.

This industry guidance is aimed at addressing concerns over the structure of certain slot machine and table game tournaments that require players to spend an extended amount of time in a single day at a casino or online to qualify for entry and then to compete in multiple rounds. Prizes are typically awarded immediately upon conclusion of the tournament. Requiring players to redeem large amounts of promotional wagering instruments within a short period of time could encourage them to extend their gambling sessions. By establishing minimum prize redemption periods, the Board's objective is to create a framework that allows players adequate time to use their tournament prizes without feeling pressured to extend their gambling sessions.

Please be advised that any slot machine or table game tournaments scheduled on or after January 1, 2025, that do not meet these redemption time requirements will not be approved by the Board. Operators are encouraged to review their current tournament prize structures and make the necessary adjustments in advance of the effective date to ensure compliance.

Should you have any questions or require further clarification regarding these guidelines, please do not hesitate to contact Paul Resch, Director of Gaming Operations, via email at presch@pa.gov, or Patrick Williams, Compliance Manager, via email at patriwilli@pa.gov.

Sincerely,



Kevin F. O'Toole
Executive Director

KFO/pdw

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 of Gaming Operations, PGCB
Lee Copello, Director of iGaming Compliance, PGCB
Gregg Hazzouri, Director, Bureau of Casino Compliance, PGCB
Elizabeth Lanza, Director of Compulsive & Problem Gambling, PGCB
Patrick Williams, Compliance Manager, PGCB
Robert Wood, Senior Counsel, PGCB