



PENNSYLVANIA GAMING CONTROL BOARD
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October 3, 2019

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Sent via Electronic Mail

Mr. Scott Atkins
Operations Manager
Fulltime Fantasy Sports, LLC
848 N Rainbow Blvd. #1157
Las Vegas, NV 89107

RE: Fantasy Contest Operators Submission of Participant Complaints

Dear Mr. Atkins:

As required by 4 Pa.C.S. § 325 (4.3), fantasy contest operators licensed in the Commonwealth of Pennsylvania are required to provide to the Pennsylvania Gaming Control Board ("Board") copies of each participant complaint received on a quarterly basis. The purpose of this letter is to provide guidelines and information about the Board's expectations to ensure compliance with this statutory provision.

Please be advised that complaints submitted by Pennsylvania residents must be provided to the Board by the 15th of the month following the end of each calendar quarter (Eg. April 15, July 15, October 15 and January 15). Complaints can be summarized and provided in spreadsheet format to include:

- Date received
- Internal ticket number (if applicable)
- User ID and user name
- First and last name
- Address (city and state is acceptable)
- Description of the complaint or issue type
- Status
- Resolution date
- Resolution description

For the quarter ending September 30, 2019, it is acceptable to submit patron complaints by November 15, 2019. All complaints must be submitted to the Board via e-mail to: RA-gamingops@pa.gov with the words "Fantasy Complaints" as first part of the e-mail subject line, followed by the name of the licensee and the quarter/year (Eg. Fantasy Complaints-ABC Fantasy LLC-Q3/2019).

Feel free to contact Paul Resch, Director, Bureau of Gaming Operations, at (717) 214-4736 or presch@pa.gov if you have any questions regarding this matter.

Sincerely,



Kevin F. O'Toole
Executive Director

KFO/pr

cc: R. Douglas Sherman, Chief Counsel, PGCB
Claire Yantis, Administrative Director, PGCB
Cyrus Pitre, Chief Enforcement Counsel, PGCB
Paul Mauro, Director, Bureau of Investigations & Enforcement, PGCB
Paul Resch, Director, Bureau of Gaming Operations, PGCB
Kevin Kile, Director of Sports Wagering Operations, PGCB
Trevor Hassenbein, Acting Director, Bureau of Casino Compliance, PGCB