



PENNSYLVANIA GAMING CONTROL BOARD  
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October 16, 2023

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**Sent via Electronic Mail**

Sports Wagering Certificate Holders  
Online Sports Wagering Operators

**RE: Guidance on Voided Sports Wagers**

Dear Certificate Holders and Online 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 internal controls, terms and conditions, and house rules to outline internal procedures for the voiding of sports wagers due to error and/or due to responsible gaming concerns observed in patron behavior.

As you know, § 1408a.8(c) of the regulations (relating to risk management) indicate a sports wagering certificate holder or sports wagering operator shall file with the Office of Sports Wagering, in a manner and form developed by the Board, a report of any error that occurs in offering an event or wager or if an unapproved event or wager is offered to the public. This reporting requirement and the manner and form in which reports are filed has not changed.

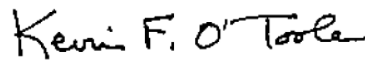
In addition, § 1408a.3(m) of the regulations (relating to internal controls) indicate a sports wagering certificate holder or sports wagering operator shall not unilaterally rescind or cancel any wager made without prior approval of the Board. The process for voiding wagers due to error has also not changed and is included in the reporting requirement referenced above.

At the same time, § 1407a.4(i) of the regulations (relating to wagering device requirements generally) indicate in the event a patron has a pending sports wager and then is excluded or self-excludes, the wager shall be cancelled and funds returned to the patron. Please note it is understood operators use their discretion to suspend and/or close accounts due to responsible gaming concerns observed in patron behavior. However, § 1407a.4(i) only applies if a patron is involuntarily excluded by the Board or self-excludes through the Board's self-exclusion program. If an operator suspends or closes an account outside of these parameters due to responsible gaming concerns, the voiding of any pending or open sports wagers placed by a patron are subject to reporting requirements and approval by the Board. Any requests to void pending or open sports wagers due to responsible gaming concerns should be directed to the Office of Sports Wagering Operations and Office of Compulsive and Problem Gambling.

Relevant internal controls under § 1408a.8(c) (relating to risk management), § 1408a.3 (relating to internal controls), and § 811a.3 (relating to terms and conditions), should be revised and submitted to Board staff for review and approval to outline this process by November 17, 2023.

If you have any questions or would like additional information, please contact Kevin Kile, Director of Sports Wagering Operations, via email at [kkile@pa.gov](mailto:kkile@pa.gov), Lee Copello, Director of iGaming Compliance, via email at [lcopello@pa.gov](mailto:lcopello@pa.gov), or Liz Lanza, Director of Compulsive and Problem Gambling, via email at [elanza@pa.gov](mailto:elanza@pa.gov).

Sincerely,



Kevin F. O'Toole  
Executive Director

cc: Steve Cook, Chief Counsel, PGCB  
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