



PENNSYLVANIA GAMING CONTROL BOARD
303 WALNUT STREET, COMMONWEALTH TOWER
HARRISBURG, PENNSYLVANIA 17101

May 3, 2022

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Sent via Electronic Mail

Interactive Gaming Certificate Holders
Interactive Gaming Operators
Interactive Gaming Manufacturers
Sports Wagering Certificate Holders
Sports Wagering Operators

Ex-Officio Members
STACY GARRITY
C. DANIEL HASSELL
RUSSELL C. REDDING

Re: Know Your Customer Requirements for Interactive Gaming

Dear Interactive Gaming Stakeholder:

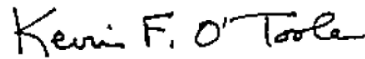
The Pennsylvania Gaming Control Board ("Board") is implementing enhanced requirements pertaining to the Know Your Customer ("KYC") process as it relates to the establishment of an interactive gaming account pursuant to 58 Pa. Code. § 812a.2. The enhanced KYC requirements are designed to align Pennsylvania with best practices in other jurisdictions and prevent fraud, bonus abuse, account sharing and unauthorized account access by self-excluded individuals and those under the legal age of 21. Operators must implement the enhanced KYC requirements on a going-forward basis and are not required to reverify existing accounts.

The enhanced KYC requirements apply to two components of the player account registration process: data accuracy and authentication. The purpose of the enhanced data accuracy requirement is to ensure critical patron identify information is verified as true and accurate. An exact match will be required for the following: birth date, Social Security Number and last name. Flexible matching will be permitted for first name and address. The enhanced data accuracy requirement must be implemented by July 31, 2022.

The authentication component of the enhanced KYC requirements is meant to ensure the person providing identity information is truly the owner of the identity. To satisfy this requirement, any of the following options is acceptable: Correctly answer three dynamic knowledge-based questions, verify the patron's phone number and device identification number match the patron's identity information, obtain a valid government issued photo identification, or implement another method approved by the Board. The authentication portion of the enhanced KYC requirements must be implemented by September 30, 2022.

Please refer to the attached KYC Requirements industry guidance, which describe the data accuracy and authentication requirements in detail. If you have any questions, please contact Lee Copello, Director of iGaming Compliance Operations, at (717) 210-8603 or lcopello@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:lc

Enclosure

cc: Steve Cook, Chief Counsel, PGCB
Cyrus Pitre, Chief Enforcement Counsel, PGCB
Paul Mauro, Director, Bureau of Investigations & Enforcement, PGCB
Claire Yantis, Administrative Director, PGCB
Paul Resch, Director, Bureau of Gaming Operations, PGCB
Lee Copello, Director, iGaming Compliance Operations, PGCB
Kevin Kile, Director of Sports Wagering, PGCB
Heather Worner, Director of Gaming Laboratory Operations, PGCB