



Industry Code of Conduct for the Use of ATMs and ATRs in Regulated Gambling Premises

December 2022

Introduction

A number of different customer kiosk terminals are now available on the market that facilitate the dispensing of cash, TiTO Tickets or tokens by way of bank cards (or equivalent digital methods).

It is not only the law and compliance with Gambling Commission's Licence Conditions and Codes of Practice (LCCP), it is important to the integrity of the provision of all gambling products and services that manufacturers, suppliers and operators of these terminals do so in a responsible and safe way in order to prevent money laundering, to facilitate 'gambling blocking' via the banking sector, and to prevent the inadvertent use of credit cards with gambling activity.

Background

The 2005 Gambling Act, regulations and LCCP specifically prohibit gambling on credit or with credit cards.

There are also similar restrictions on the direct use of debit cards with gaming machines.

The Visa/Mastercard Rules specify the use of the Merchant Code number 7995 for all gambling transactions.

The Code of Practice Provision 3.1.1. in the LCCP states, '*Licensees must have and put into effect policies and procedures intended to promote socially responsible gambling including the specific policies and procedures required by the provisions of section 3 (protecting children and the vulnerable) of this code.*'

Use of Debit Cards

There is a Code of Conduct in place, and agreements made with the Gambling Commission specifically for the use of Debit Cards in licensed gambling premises. These include the transaction being physically remote from all gaming machines and also that transaction being an independent and separate decision to that of playing the machines.

There is no such arrangement for Credit Card use in licensed gambling premises as it is prohibited in legislation for all forms of gambling including all gaming machines as defined in the Gambling Act 2005.

The Importance of using the 7995 Merchant Code for Gambling Transactions

Whilst this is not in regulation, all gambling transactions carried out (remotely) over the wire should be carried out using only the 7995 merchant code.

1. This allows the banking sector to monitor gambling activity at account level in order to help protect the vulnerable.
2. It also helps consumers to monitor their own gambling activity when reviewing their bank statements.
3. It allows the gambling blocking software developed by the banking sector to actually stop all gambling transactions for those consumers who have chosen to do so with their banking partner.
4. The use of the 7995 Merchant Code also facilitates the disabling of Credit Card use for gambling transactions.

To use any other Merchant Code in regulated gambling premises would not provide all of the 4 protections and preventions listed above. It would not promote the Licensing Objectives and not meet the obligations in the LCCP.

It is important that when ATRs and even PDQ devices are installed for use with gambling products, that they are set up to use only the 7995 Merchant Code. Where an ATM is installed for use with gambling products the use of Credit Cards can be blocked upon request to the ATM provider. This is the responsibility of the Installers, the Operators (Licensee) and anyone else involved in connecting the device or machine to the banking system.

Exceptions:

Regulated gambling premises that offer non-gambling products (using alternative merchant codes) in the same venue as gambling products have an obligation to ensure that steps are taken and processes are in place that prevent funds from non-7995 transactions from being used for gambling.

Family Entertainment Centres (FECs)

This Code of Conduct applies to any premises regulated by the Gambling Act 2005 and which require a Premises Licence or a Family Entertainment Gaming Machine Permit. The Code does not apply to FECs that do not offer gaming machines or any other form of gambling products.

However, any FEC where the dispensed cash or tokens could be used for Gambling in another part of the premises should also adhere to this Code of Conduct to prevent inadvertent use of cash acquired via a Credit Card for gambling activity.

Licensed FECs

FECs that wish to offer Category (Cat) C and D machines require a relevant Premises Licence and would be equally required to adhere to this Code of Conduct as explained above.

Unlicensed FECs

Premises which are wholly or mainly used to offer Cat D gaming machines require a Family Entertainment Gaming Machine Permit and are equally covered by this Code of Conduct.