



MSA Group

(Machines Operation, Security and Compliance issues)

Monday 11 September 2023

Simon Penrose (Blueprint)	Martin Quinn (Inseinc)
Nick Jackson (Welcome Break)	Lee Jefferson (Inseinc)
Shakila Neill (Moto)	Craig Taylor (Inseinc)
Maria Thompson (Moto)	Simon Ainge (Inseinc)
Stephanie Bickers (Moto)	Amos Davies(Inseinc)
Brian Jameson (Roadchef)	Rocky Tor (OKTO) Item 1 only
Caroline Bates (Roadchef)	Dean Gourlay (OKTO) Item 1 only
Andy Green (Roadchef)	Charlotte Meller (GBG)
Joshua Holt (Inseinc)	

Apologies: Tracy Baitup, Peter Hannibal

Item		Action
1	<p>Digital payment products for gaming</p> <p>OKTO provided an overview of their OKTO wallet (money goes on to wallet then to machine and back) and the forthcoming OKTO direct whereby having scanned the OKTO QR code you chose payment option (bank or apple or google pay) and it goes on to machine, with any winning going back to source so less friction involved (but the wallet is there still in the background).</p> <p>No monthly or subscription fees, no hardware costs – just software and a % taken for transactions. Operator gets paid every 8 days after fees taken. Transaction fees only on the money in process (not money out).</p> <p>Currently over 85,000 wallet customers so the new QR code will give customers to stick with wallet or chose or change to the direct option.</p> <p>The product is compatible with Rimini, uses the GBG protocol and with machine manufacturers Inspired, Blueprint, Light & Wonder, Reflex and Novomatic Novo Line.</p> <p>OKTO present in pubs, doing trial with Mecca Bingo, about to go live with Entain and in discussions with some larger high street AGCs.</p>	OKTO to circulate info

2	<p>Minutes and Actions from 5 June 2023 meeting</p> <p>Outstanding Actions: <u>Point 7</u> NM., LM, JH to provide contact details to assist with the (games) risk assessment principle in the GBG's Responsible Gambling Charter</p>	NM, LM, JH
3	<p>Machine Security & Fraud Issues since last meeting</p> <p>There was a software issue with Prismatics last week which was quickly addressed.</p> <p>Another batch of Hungarian forints was doing the rounds – images of the suspects have been captured</p>	AG to advise if a vehicle of interest had been logged
4	<p>Manufacturer issues arising including any updates</p> <p>There were no specific manufacturer issues to report.</p>	
5	<p>White Paper</p> <p>The operators were not intending to submit their own responses to the consultations – just via the GBG collective submissions.</p> <p>Although the GC Compliance visits had been positive in terms of the AV policies and procedures the submission still needs to set that out in detail , not least as the responses will be published and it will be clear to all the measures in place.</p>	
6	<p>Customer interaction updates</p> <p>CI work with IHL was progressing and waiting on the software to be developed.</p> <p>Briefly discussed the CI training offer – concern expressed that external trainers may not be familiar with the MSA environment (CM explained about the personnel involved) and that costs and contract commitment could be prohibitive. SN advised that BACTA was also offering F2F training.</p>	SN to provide details re BACTA training
7	<p>Regulation – <u>GC compliance assessments</u> GC expecting monthly updates re training development from MOTO.</p> <p>GC no longer requiring quarterly GGY updates (which they were during COVID)</p> <p><u>LA visits (if any)</u> Worcester Reg Services had visited a MOTO site after having gone to Welcome Break earlier in the year. No other LA visits had occurred.</p>	
8	<p>AOB</p> <p>a) SN attended the recent BGC organised AML training. The Commission said that risk assessment must be on a customer by customer basis and not risk assessment as a whole. Operators need be recording KYC basics like job and salary (and not just asking about it) and that there is a clear distinctive between asking</p>	

	where money has come from (for AML purposes) vs asking if you can afford to play (for vulnerability perspectives).	
	b) CM provided an update on the DCMS data request.	

Date of next meeting 4th December 11 – 12.30.