GBG Gaming Machines Group
GMTS discussion points 31 March 2025

(notes to be read in conjunction with the attached slides)

Overarching Principles
No objections.

Session definition – additional comments on GBG's suggested amends
Point a)
i)   Confirm that it's possible to load e.g. £1000 on a machine even though the maximum limit that can be set is £450.
ii)   Confirm that the time limit ticker only starts ticking when press play (or is it from when set limits and before browsing?).
iii)   If the session only starts when press play game, then there's a danger of missing cash so may get a false net position.

ACTION: Lee Morton to get some data on time elapsed between deposit and starting game.

Point c) –
- We need to decide on a reduced time and evidence why (2 minutes was suggested).
- Point made about casino players after cigarette break, that they will have had ample time for reflection, so it automatically becomes another session.

Point f)
- Data should be outside the game and not in the game.

Limits
- Wait for consumer research before deciding on limits/time outs.
- No objection to remove free text box and just having arrows up/down.
- General view that 30s for the 20min default was too much – should be more proportional and take a tapered approach.
- Again general consensus that 30 seconds for customer set limits is ok.

Staff alerts
More of a concern for B2Cs:
- Costs/resources for back office infrastructure
- Complexity
- Concerns re security of the network
- Staffing resources

- Risks of non compliance
- Up to operator when to interact – very subjective and onus on an individual. Even if staff don't interact on an alert its prudent to record why didn't interact – which will an admin nightmare

- Suggest to GC that progress with the other changes now but delay the staff alerts until they evaluate the impact of the other measures.
- Offer to test in staff alerts in a controlled environment when the other changes are in place.
- It may need a feasibliity study and or further consultation.

Deposited sums
Point made about the Winnings collected on a TITO ticket, - should they still be regarded as winnings when put into another machine?

Safer Gambling Messaging
- Up to industry to decide on font size but would need to be realistic and legible.
- Net position pops up now for between 3- 10 seconds in Bingo (depending on how long they have been playing) and then disappears.

Net position
- This should not be in game (and should not be dependent on the platform).
- Better to say that its "*available from the main menu*" then the number of actions is irrelevant.
- Point made that players already have to exit to the main menu to cash out of a TITO.
- If on main menu then it would be easier to deliver in a timely manner (and potentially could be added to existing older games if retrospective games were in scope).

EBTs
- Where there is account-based play then operators can see the different sessions between bingo and slots.
- But not all operators have account-based play.
- Boomerang said it's possible to track the slots & bingo separately. If the customer doesn't touch the slots, then it will automatically exit back to the home menu.
- However what is the net position for - is it from first or second game of slots if bingo is played in between?

Timescales
- Suggest a tiered timescale – e.g. limits/net position and then staff alerts last.
- But where would that leave you if you have a new game (on an existing machine) with the limits/net position, but the staff alerts are X months down the line – can you add the game or not?