



GBG Machines Tech Forum

28 January 2026

1. Draft TITO 2.4b

The Group discussed how best to address the outstanding issues in relation to co-existing cash and debit card tickets and split ticket handling and how these can be addressed without making the customer journey very poor and the process impossible for operators.

If split tickets were removed it would enable greater accuracy of linking systems, better player tracking and player protections and make it simpler from an AML perspective.

The split ticket issues mean that the new functionality in TITO 2.4a cannot be used.

Agreed Action:

- GBG to raise the issues with Graham Burgin at the Commission to ascertain if the £20 increments limitation in the Circumstances of Use Regulations could be changed. (ideally for all tickets but focus initially on debit cards).

2. Change Machine Protocol

Some use TITO and the MDC protocol for change machines but there are some devices /floats that cannot be accommodated. The Group agreed that a bespoke Change Machine Protocol was required to enable a common standard for redeeming tickets, monitoring float levels and tracking what inventory has been dispensed.

Agreed Action:

- Rob Wheeler to share a protocol for kiosks.

3. Machine Security

Some instances of prop money being accepted OTC and in one instance in a machine. The individual who had printed over £100,000 of prop £20 notes has been apprehended.

4. Protocols and Standards

Frazer is in the process of reviewing documents on Dropbox & the GBG Members Area of the website with a view to hosting all documents on the GBG website and Dropbox closing down which should remove any confusion as to where the most recent versions are stored. The WSDL files and, where appropriate, earlier versions of protocols will also be stored on the website.

Once this housekeeping exercise has been completed all Members will be informed and Dropbox will then be closed.

5. Bingo/Cat D Condocs

GBG's submitted response on bingo has been circulated to Members, and we intend to support Bacta's response on Cat D (which we have not seen at the time of the meeting).

The Institutes of Licensing's response on behalf of licensing authorities is not to support the proposals in either consultation.

6. GMTS update

Although the Commission had said that its response to GMTS would go to its November Board meeting for approval and publication in January, this is no longer the case.

The Commission intends to announce soon that it will go ahead with one element, namely to

introduce a licence condition, under the powers conferred by section 86(2) of GA05, which will allow them to effectively address instances whereby a gaming machine has been illegally manufactured, supplied, installed, adapted, maintained or repaired, or does not comply with the GMTS.

The Commission has advised that its likely to be summer before any further GMTS announcements. GBG and the other trade bodies have been invited to attend a meeting in February to discuss the technical aspects of the various trade body consultation responses. An update will be provided to Members after that meeting.

The Group discussed the need for a GBG staff alert protocol and whether to wait for the GMTS outcome or develop something now; whether it should be machines or systems based. Systems based is preferable although would not want this to be part of GMTS.

List of attendees

First Name	Last Name	Company
James	Armstrong	Boomerang
Matthew	Stadius	Entain
Jason	Sharp	Evoke
Charlotte	Meller	GBG
Peter	Hannibal	GBG
Mark	Edmundson	GeWeTe
Sharon	White	IGT
Thomas	Trabi	IGT
Andy	Bullock	Innovative Technology
Chris	Bower	Inspired Technology
Simon	Twigg	Inseinc
Raj	Mistry	JCM Global
Vicky	Spicer	Light & Wonder
Mark	Gibson	Luxury Leisure
Frazer	Prii	Luxury Leisure
Rob	Bennett	Novomatic
Gerwyn	Griffiths	Novomatic
Gottfried	Hofstetter	Novomatic
Rob	Wheeler	RBW Systems