Machines Sub-group meeting notes - 10.30am March 11th 2016.

Held at Donnington Park Services, Kegworth, Leicestershire.

In Attendance;	In Attendance cont;
Peter Hannibal – GBG	Mark Gibson – Luxury Leisure
Graham Glanfield – MOTO	Ashleigh Lewis – MOTO
Rob Wheeler – JCM	Barry Knowles – Playnation
Brian Jamson – Roadchef	Adam Jaunbocus - JCM
Tez Field – William Hill	Jim Foster – JCM
Andy Bullock - Innoprint	Gary Tunnard – ITL Group
Bos Anderson – Bell Fruit	Phil Boulton - RLMS
Paul Monkman – Talarius	
Nigel Davis – Praesepe	Apologies;
Mike Heaton – Roadchef	Mark Edmundson – GeWeTe
Ant Moore – Blueprint	Andy Walker – Carnaby Gaming
Mike Clokie – E-Service	Chris Robinson - Innovative
Dave Webb – Inspired Gaming Group	Andy Bower – ITL
Jim O'Halleran – Inspired Gaming Group	Gemma Hammacott – Castle Leisure

1. PH thanked everyone for attending the meeting and Graham for hosting the MSG again. As there were a number of new faces in the room the obligatory ritual of introducing ourselves was adopted. PH explained that the Blueprint open day being held in Newark was the reason that there had been a venue change from the usual Cherwell Valley.

2. Previous Meeting notes outstanding points raised;

    a. Phishing issue with note recyclers – no further detail and no feedback from Innovative yet. Andy Bullock to look into.

    b. Triggers to indicate a suspicious playing session in LBOs. JOH reported that they were currently reviewing this with the bookies as there is no alignment currently (< 20% of £175 is one of the criteria being used). Also, intervention processes differ between brands. SG and IGG are also looking at relevant points for alignment. The MSG need to consider the outcomes of this for the cashless and TiTO protocols.

c. GC consultation on 'Prevention of Crime in gambling. Consultation closed on Dec 30th and submissions were made. We await the Commission's response.

3. Machine fraud & security issues. Other than the phishing issue from the last meeting the only other point raised was the incidents of cut-down £20 notes being used in note acceptors but the motivation behind it is still not understood. The number of incidents is very small. It was noted that there are no security issued being reported via the network gateway set up with via Nigel Davis. ND to check activity with Amos Davies.

4. Responsible Gambling.
   a. Everyone was reminded that the April 6th deadline was looming for the new sector self-exclusion requirements and also risk assessments to be in place.
   b. PH briefly discussed the headlines of the recent RGT Trade briefing which is attached for everyone's information.
   c. PH brought the meeting up to date with the creation of a training accreditation for Responsible Gambling being developed in partnership with Gamcare.

5. The Gambling Commission.
   a. Consultation on Controlling where gambling machines may be played. The new closing date for submissions is March 21st and the GBG draft responses are being circulated to members. Contributions by members to those drafts are greatly appreciated. Everyone is encouraged to submit their own responses but aim to achieve as much alignment as possible for maximum impact on the outcomes.
   b. PH updated the meeting on the letter that has been sent to Sarah Harrison following the Industry meeting held on January 7th in London. Whilst we await the response members are reminded that Sarah Harrison is also attending the next GBG meeting on April 5th in London.
   c. Gamble Features. The rights and wrongs of gamble features on particular games has again reared its ugly head with the Commission, due to a complaint from within the Industry itself. If this continues the Commission will be forced into prescribing technical standards for gamble features which is a route that has little chance of a positive outcome for games development.

d. Money Laundering Risk Assessment for the Gambling industry. The Commission produced a draft of this document and allowed the trade bodies to give their views. PH reported that the Commission had implemented all of the points raised by the GBG in a revised document. We await its publication. We also await the Treasury's consultation on the 4th AMLD which is overdue.

e. Info/Help Buttons. There appears to be some standards amongst games developers with regard to the positioning of these buttons. PH to speak to SG Gaming about theirs going forwards to see if a consensus can be reached on position and labelling (i v Info v help).

6. Stake & Prize review. This was discussed with regard to the lack of any action or motivation from the DCMS to trigger a review. The review of the £50 staking requirements for B2's has been out for some time and that review continues to be updated, but little movement on other stakes and prizes.

7. TiTO & Cashless Protocol development update was presented by Rob Wheeler;

a. Promotional technical standard for Web Service Machine Hosts (90% of machines supporting GBG Cashless Standards) defined and now reviewed 3 times by the technical standards committee. Revised standard supports the following promotional methods:

    i.   Standard Non Cashable Promotional Ticket

    ii. Cash Match Promotional Ticket

    iii. Promotional Credit Download (with Heartbeat)

b. Promotional technical standard for ccTalk based machines will be defined after the Web Services based standard has been deployed and proven in the field…….by Operator demand.

c. Cashless Web Services Technical Standard has also been reviewed by the technical Standards committee and following areas addressed;

    i.   1st 2 x digits identify ticket types (Cash, Promotional, Cash Match)

    ii. Audit Ticket.

    iii. Machine & System Host Time outs & retries.

     iv. Machine Host Heartbeat, enables Systems Hosts to monitor the connection status (online/offline) for each Machine Host registered on the system.

d. After Rob had talked through the changes (already approved by the tech forum) the MSG meeting was asked to ratify them;

     i. UK-MWG - Cashless (Web Services) Technical Standard v.2 was approved.

     ii. UK-MWG – Cashless (Web Services) Promotional Non Cashable Technical Standard v.1.0 was approved.

e. Both documents will be distributed as the latest versions in the coming days.

f. Anti-Money Laundering functionality. PH explained how this is now becoming a priority as the Industry will need to demonstrate that the risks have been mitigated to avoid being caught by the 4th directive;

     i. Initial scoping work is done for a system centric solution.

     ii. Suspicious Activity Alert (SAA) to be determined when Tickets are validated and exchanged for Cash at a Ticket Redemption Kiosk, POS or Site Controller.

     iii. To determine whether an SAA needs to be raised, the System Host calculates an Anti-Money Laundering ratio using Total Cash In and Total Bet for the play session(s) relating to the ticket being validated and all associated tickets.

     iv. Ratio threshold would be a configurable setting managed by the System Host.

     v. Jim O'Halleran advised that Inspired are working with the betting sector to establish a specific Anti Money Laundering ratio threshold, which is expected to be around 75% (total bets need to be above 25% of cash accepted by the gaming machines).

g. The draft standards for Anti Money Laundering have been written, the MSG meeting was asked if it wants to instruct the Tech Forum to progress these into a formal document to accompany the TiTO Standards. Whilst it was

recognised that there is little option here, the meeting approved the request. PH to arrange for the Tech Forum to meet accordingly.

h. The meeting then discussed the importance of player messaging in all areas, but particularly when it is likely to lead to some form of intervention. Operators asked that they have an input into this part of the solution when the time comes.

i. It was reported that some people are using older versions of the Cashless Protocol. PH said that the latest versions will be available on the GBG website when it launches soon and everyone will be made aware.

j. Rob then made the meeting aware that there is a requirement to develop a data transport layer that will provide guidelines with regards to methodology and version for data messaging & data encryption, in order to prevent 'Man in the Middle' and Malware attacks. This will also be on the agenda for the Technical Forum.

k. Both the AML and Transport Layer upgrades require a system host change, therefore all machines will need to be updated too. This is going to require coordination & will need a separate, focused meeting. PH to organise nearer the time.

8. AOB;

a. Date of next MSG meeting to be in May here at Cherwell Valley. **The original date of April 19th is now cancelled**. PH to advise new date.

b. Nigel Davis informed the meeting of some upcoming charity events in aid of CHIPS. Please contact Nigel direct with any enquiries or registrations;

    i. 28th April 2016 – Go Karting event.

    ii. 18th June 2016 – Football Tournament.

    iii. 15th September 2016 – Golf Day