

# GBG The Gambling Business Group

## Machines Sub-group meeting notes - 11.00am April 20<sup>th</sup> 2018.

### Held at Gamestec Offices, Sandiacre, Nottingham.

<p>In Attendance;</p> <p>Peter Hannibal – GBG  Rob Wheeler – GBG  Nigel Davis – Praesepe  Steve Brownlow – Blueprint Gaming  Bos Anderson – Bell Fruit Games  Alan Humble – CPI  Andy Powell – G2 Games  Phil Boulton – Novomatic UK  Chris Robinson - Innoprint  Jim Foster - JCM  Tez Field – William Hill  Andy Bullock – Innovative  Kevin Hamilton – Ladbrokes Coral  Barry Knowles - Playnation  Ant Moore - Blueprint</p>	<p>Graham Roberts - Inspired  Mark Gibson – Luxury Leisure  Paul Dearlove – Majestic Bingo  Graham Glanfield – MOTO  Lee Morton – SG Gaming  Steve Murray – Storm Gaming  Jonathan Powel – Select Gaming  Adam Jaunbocus - JCM</p> <p>Apologies;  Andy Walker – Carnaby Gaming  Pira Maheswaran – JCM Global  Joanne Craig – Blueprint Games  Tony Boulton - Project  Mark Edmundson – GeWeTe  Brian Jamson - Roadchef</p>
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1. **Welcome & introductions.** Peter welcomed everyone to the meeting and thanked Phil again for Gamestec's hospitality.
2. **Points from last meeting on February 16<sup>th</sup>;**
  - a. Point 6 – It was agreed at the GBG meeting to hold off pursuing Principles Based Tech Standards and/or clarification on Game Features.
  - b. No other matters brought forward from the last meeting that were not on the agenda.
3. **Machine Security Update;**
  - a. Pubs are busy with security issues
    - i. NV11. Fitting gauze to prevent access.
    - ii. Also note phishing.
  - b. MSAs are seeing a spate of physical attacks to NV11s
  - c. Issue with £20 note has moved from MSAs to LBOs.
4. **General updates.** PH updated the meeting on political soundings regarding the Gambling Review and the meeting shared thoughts and views.
5. **TiTO Technical Standards;**
  - a. **V2.1(a)** WSDL file now verified by more than 2 parties therefore this version is now ratified.
  - b. **Promotional v1.1(d).** Allows the use of downloadables as well as tickets. This is up on the website and available.
  - c. Rob clarified the process for dealing with committed credits and deposited promotional credits. It was asked how handpay should be treated. **Action;** Blueprint agreed to provide a draft process.

- d. **Promotional ccTalk cashless hub** – draft in progress and will be circulated for input.
- e. **TITO Security** – Rob W raised the need for the GBG TITO standards to support TITO security measures that prevent Money Laundering and large pay outs due to Machine Peripheral Fraud and Game Manipulation. This is primarily covered in the AML Tech Standard that was drafted Q1 2017. **Action:** Rob W to review/refresh last draft with emphasis towards TITO Security and redistribute to Tech Forum members.
- f. **Web Services Data Capture** – principle Operators agreed that they would support the development of Web Services based Data Capture as an alternative to the existing BACTA Dataport Serial protocols. Web Service based protocols would remove the need for system hardware to be installed within gaming machines and move the connection between games and system to server level. **Action:** Rob W to meet with Playsafe and define an initial framework document that would then be distributed to the wider group for feedback.
- g. **Identified Tracked Play** – Rob W advised that in the event there was a requirement for Operators to record identified play sessions then this would be a follow on from the Web Services Data Capture. Relatively straight forward to implement with the Machine Host responsible for controlling the method of identifying the player at the machine (traditionally a card reader) and then connecting to the relevant Player Management solution to verify the player. Thereafter, send Play Session Open and Play Session Closed Events that include meters and the Player Account ID. No further action at this time.

## 6. Contactless.

- a. PH updated the meeting on the current thinking around the use of contactless with TITO and that a number of initiatives are in different stages of becoming operational.
- b. There was then a discussion around the use of eWallets for crediting machines;
  - i. Rob W explained how the electronic funds transfer (via smartphone) process works in principle
  - ii. PH shared the latest views and thoughts from the Gambling Commission, which are largely positive.
  - iii. Andy and Jonathan gave the meeting an overview of their PlayGo product, which is about to go into a live test environment in 3 pub venues. PH complemented Select Gaming on being the first to market and for breaking new ground with this innovation.
  - iv. Bacta are seeking legal confirmation that this method of payment is compliant.
  - v. From a GBG perspective, it was agreed that we should define a Technical Standard with a Code of Conduct that provides a standard method for systems and gaming machines to communicate that would include areas such as:
    - Initial Machine Registration with eWallet system
    - Play Session Opening, pairing gaming machine with Player Account
    - Electronic Fund Transfers between eWallet Account and Gaming Machine.
    - Play Session Closing when player cashes out or after timeout period
    - Standard guidelines for eWallet related controls on Game screen.

**Action:** Rob W to draft framework document covering general principles for an eWallet/Smartphone solution and the connection points between System and Gaming Machine that would be the focus for the development of a technical standard. Framework document would take into consideration recent GC guidance on Contactless. Drafting will be shared with bacta for their input.

- 7. **The Commission's Suggestion for Tracked Play on all Category B machines.** PH explained that the GBG had met with bacta, the Bingo Association, the National Casino Forum and the ABB in this regard. All but the ABB have agreed to work together on this, and to a

meeting with the Gambling Commission on May 4<sup>th</sup>. Bacta is gathering estimated costs for the implementation of Tracked Play, but without any doubt the greatest cost will be from customers walking away, which is probably the most difficult to evidence. The Commission's suggestion of a trial is neither practical nor realistic. However, we do have more than just an obligation to come up with effective (and less damaging) ways of identifying problematic or harmful machine playing. This is a long term project that will evolve and change.

8. **AOB;** Date of next meeting Thursday June 28<sup>th</sup> here at Gamestec.